

LOUISIANA CRISIS RESPONSE SYSTEM

The Office of Behavioral Health has launched the first two services affiliated with the system, effective March 1, 2022

MOBILE CRISIS RESPONSE (MCR)

- A mobile service available as an initial intervention for individuals in a self-identified crisis
- Teams go to the individual where they are located in the community



COMMUNITY BRIEF CRISIS SUPPORT (CBCS)

- A face-to-face ongoing crisis intervention response
- Designed to provide stabilization and support in the community after the initial intervention by Mobile Crisis Response



FOR INDIVIDUALS ENROLLED IN MEDICAID WHO ARE:

1. 21 years of age and older, AND
2. Associated with one of the five managed care organizations (MCOs) in Louisiana: Aetna Better Health, AmeriHealth Caritas of Louisiana, Healthy Blue, Louisiana Healthcare Connections and United Healthcare, AND
3. Experiencing emotional distress and would benefit from crisis response from trained practitioners to get the supports needed to resolve the crisis and stay in the community, AND
4. Not already on a legal commitment and, as such, are able to voluntarily participate in services

CURRENT SERVICES

Provided by Merakey Louisiana:

- **12 p.m. – 8 p.m. Monday-Friday**
- **LDH Region 7:** Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, Sabine, Webster and Natchitoches parishes

ACCESSING SERVICES

Contact the individual's MCO via their 24-hour behavioral health crisis lines:

- **Aetna Better Health** | 1-833-491-1094
- **AmeriHealth Caritas of Louisiana** | 1-844-211-0971
- **Healthy Blue** | 1-844-812-2280
- **Louisiana Healthcare Connections** | 1-844-677-7553
- **United Healthcare** | 1-866-232-1626