

# LOUISIANA CRISIS RESPONSE SYSTEM

## BUSINESS PLAN INITIATIVE 3

8/2/2022

### INITIATIVE 3: IMPROVE CARE FOR INDIVIDUALS WITH SERIOUS MENTAL ILLNESS:

- Under Commitment 1 of the Fiscal Year 2022 LDH Business Plan ([ldh.la.gov/businessplan](http://ldh.la.gov/businessplan)), Goal 1 of this initiative is to implement a comprehensive crisis system of care resulting in a decrease in the number of emergency department visits for Medicaid members presenting with a primary behavioral health reason by 3% in FY22. This would be a decrease of 3,006 emergency department visits for behavioral health reasons from 100,240 visit in FY19 to 97,233 or fewer in FY22.

### LOUISIANA CRISIS RESPONSE SYSTEM:

- The Louisiana Crisis Response System is a modern, innovative and coordinated approach to crisis services that builds upon the unique and varied strengths, resources and needs of Louisiana's local communities. Services include:
  - Mobile Crisis Response (MCR):** Mobile service available as 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 or Behavioral Health Crisis Care.
  - Behavioral Health Crisis Care (BHCC):** Facility-based services that operate as a walk-in center providing short-term behavioral crisis intervention.
  - Crisis Stabilization:** Short-term, bed-based crisis treatment and support service for individuals who have received a lower level of crisis service and are at risk of hospitalization or institutionalization, including nursing home placement

### FOR INDIVIDUALS WHO ARE:

- 21 years of age and older, AND
- Associated with one of Louisiana's managed care organizations (MCOs): Aetna Better Health, AmeriHealth Caritas of Louisiana, Healthy Blue, Louisiana Healthcare Connections and United Healthcare, AND
- 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
- Not already on a legal commitment and, as such, are able to voluntarily participate in services

### SERVICES IN GREATER NEW ORLEANS (LDH REGION 1):

- Parishes of Orleans, Plaquemines and St. Bernard*
- Mobile Crisis Response provided by Resources for Human Development, Inc.:** 8 a.m.-5 p.m. Monday-Friday
- Community Brief Crisis Support provided by Resources for Human Development, Inc.:** Available as needed after Mobile Crisis Response and Behavioral Health Crisis Care
- Behavioral Health Crisis Care provided by Merakey:** 8 a.m.-4:30 p.m. Monday-Friday; call Merakey at 504-209-7006 or 504-376-5972 or visit 3303 Tulane Avenue, New Orleans, LA 70119
- To access Mobile Crisis Response and Community Brief Crisis Support 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