

Each county has its own Behavioral Health-Managed Care Organization and its own network of providers and specialists that should be used by consumers.

## Crisis Response Centers By County

### Bucks County Mental Health Crisis Center

1-800-499-7455

### Chester County Valley Creek Crisis Center

1-877-918-2100

### Delaware County Crisis Services

1-855-889-7827

### Montgomery County Mobile Crisis Team

1-855-634-HOPE (4673)

### Philadelphia County

#### DBHIDS Suicide & Crisis Intervention

215-686-4420

## Behavioral Health Managed Care Organizations By County

### Bucks County

Magellan Behavioral Health of Pennsylvania  
www.magellanofpa.com • 1-877-769-9784

### Chester County

Community Care Behavioral Health (CCBH)  
www.ccbh.com • 1-866-622-4228

### Delaware County

Magellan Behavioral Health of Pennsylvania  
www.magellanofpa.com • 1-888-207-2911

### Montgomery County

Magellan Behavioral Health of Pennsylvania  
www.magellanofpa.com • 1-877-769-9782

### Philadelphia County

Community Behavioral Health (CBH)  
www.dbhids.org/cbh/ • 1-888-545-2600

## County Resources

### Bucks County Mental Health/Developmental Programs

www.buckscounty.org/government/HumanServices  
215-444-2800

### Chester County Dept. of Human Services

www.chesco.org/226/Human-Services  
610-344-6640

### Delaware County Dept. of Human Services

www.delcohsa.org/behavioralhealth.html  
610-713-2115

### Montgomery County Dept. of Human Services

www.montcopa.org/1590/Human-Services  
610-278-3642

### Philadelphia Dept. of BH & Intellectual disAbility Services

www.dbhids.org/services  
(215) 685-5400

## Community Resources

### Philadelphia Coordinated Health Care (PCHC)

www.pchc.org • 215-546-0300 ext. 3685

### Centers for Medicare & Medicaid Services (CMS)

www.cms.gov (website only)

### Medicare

www.medicare.gov • 1-800-633-4227

### PA Dept. of Human Services

www.dhs.pa.gov • 1-800-692-7462

### National Alliance on Mental Illness (NAMI)

\*\**(NAMI Southwestern PA serves all SE counties)*  
www.namiswa.org • (412) 366-3788



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## Accessing Crisis Services and Supports in Southeastern PA

### Fact

- Experiencing a crisis is a normal part of life.
- Conversations with crisis hotlines are confidential.

### Myth

- Asking for help means you are weak.
- You have to be a professional to help someone in a crisis.

*PCHC does not support or advocate for any one organization. We recognize all available resources within the SE Region to keep you informed. Each case regarding insurance and treatment is situational and each county has specific guidelines to obtain services. If you, or someone you support, have questions about insurance coverage and/or accessing Behavioral Health or Substance Use Disorder Services, please contact your local county office or the number on the back of your insurance card(s).*

 Learn more at [www.pchc.org](http://www.pchc.org)



## What is a Crisis?

A crisis is a series of events or life stressors that threaten the emotional, behavioral, mental, or physical wellbeing of a person. It is the state of feeling so overwhelmed that it is difficult to cope and it interferes with your ability to function as you normally would in your everyday life.

## Warning Signs of a Crisis may include:

- a) Thoughts of suicide or threatening to harm others
- b) Attempted suicide, self-injurious behaviors
- c) Constant state of depression, or agitation
- d) Increased criminal activities
- e) Compulsive sexual behavior or substance abuse
- f) Extreme weight loss/gain

*Some signs can be more subtle than others but should always be taken seriously.*

## Know the Facts!

### Crisis vs. Emergency

A **CRISIS** is an extremely challenging time and can cause distress. While an intervention may be necessary, the situation is **non-life threatening**. Crisis hotlines, crisis centers and mobile units are a great resource for those in non-life threatening situations.

An **EMERGENCY** is a **life threatening** situation that requires immediate attention or intervention as someone is usually in danger of being harmed or is threatening to harm themselves or others. In this case, please dial **9-1-1** immediately! They are equipped to defuse most altercations and can dispatch mobile units with the ability to handle various crisis situations.

## Is there help for me or someone I support?



## Programs & Service Options

**Suicide Hotlines** - Provide suicide prevention, emotional support and referral services to those experiencing suicidal or mental health crisis

**Crisis Hotlines** - Provide support and referral assistance to resources and services that address various issues such as suicide, substance abuse, sexual orientation or financial crisis

**Crisis Centers** - Walk-in centers that provide assessments, crisis prevention, resources, counseling, and referrals to a variety of crisis agencies, providers, and community support groups

**Mobile Crisis Teams** - A team of trained professionals that travel into the community to support people in some of the same ways as a crisis center and they are equipped to handle various crisis situations and offer referral services

**Residential Services** - Short or long term facilities that provide supportive care and proper coping skills so that people can rejoin their community (utilized by people in a mental health crisis)

**Crisis Counseling** - Counselors that listen to your concerns and needs and provide guidance and support

**9-1-1 Emergency** - Used for critical or life threatening situations

*If you already have behavioral supports, you can also reach out to them for help, guidance and referrals.*

## Community Support Options

**Certified Peer Specialist (CPS)** - Provides peer mentoring, support, and empowerment for people in mental health recovery

**Crisis Text Lines & Phone Hotlines** - Available to listen and help people in any crisis situation via a text, chat, or phone call

**Wellness Recovery Action Plan (WRAP)** - A format to help people develop a personal maintenance plan that will help maintain mental/physical health and improve their quality of life

**Support Groups** - Offer comfort and understanding from people who have had similar experiences to the issues one may have

## How do I access services?

**\*\*Services vary from county to county. Always check with the appropriate BH-MCO for the services they may provide.**

Now that you know what services are available, getting started can be as simple as picking up the phone. Your local **County or Human Services Offices, Insurance's Behavioral Health Managed Care Organization (BH-MCO), Crisis hotlines, and Crisis centers** have great resources to get you connected and help you access the services that will address your specific needs.

Phone numbers for these resources are listed on the back of this brochure.

Please remember to be as specific as possible when explaining your crisis or the needs of the person you support so that you are forwarded to the appropriate department in a timely fashion.

**\*\*If you are supporting someone that lives in an agency, please refer to their crisis policies and procedures.**

## Billing Facts

Most people who have intellectual and developmental disabilities will be accessing care through the state Behavioral Health Managed Care Organizations provided by the HealthChoices program.

Contact the number on the back of your insurance card to access more information about the services that are offered and covered under your insurance plan.

If you do not have insurance you may contact your county office for further assistance. See the number on the back of this brochure.