In collaboration with local hospitals, Mercy Maricopa has agreed to provide crisis intervention services for Title XIX/XXI eligible individuals and Non-Title XIX/XXI persons determined to have a Serious Mental Illness (SMI) who present for services in hospital emergency departments (as defined in 42 CFR § 489.24). This protocol describes Mercy Maricopa’s Hospital-based Rapid Response program.

A Mercy Maricopa-funded Hospital Rapid Response provider will be deployed to an emergency department to provide crisis intervention services upon request, after the person has been medically cleared by the attending physician. Crisis intervention services are available through the following providers:

- Crisis Response Network (CRN) at 602-629-1501
- Crisis Preparation and Recovery (CPR) at 480-804-0326

When a Title XIX/XXI eligible person or person determined to have SMI (regardless of Title XIX/XXI status) presents in an emergency department, the procedures followed for delivering services will depend on whether or not the person is a danger to self (DTS) or danger to others (DTO) and whether or not the person has presented for crisis services due to substance abuse. See the process flow chart below for detailed procedures:
Title XIX or SMI Recipient Presents to a Maricopa County Hospital* with Behavioral Health Symptoms

Medically Stable?

No

Stabilize Presenting Medical Conditions

Yes

No DTS/DTO Behavioral Health Symptoms

If already Receiving Services: Coordination with outpatient treatment team for services.

If not enrolled with Services: Referrals for outpatient services Contact Mercy Maricopa Member Services at 866-796-5598

Hospital Rapid Response may be requested for behavioral health assessment and assistance with discharge if conditions meet HRR criteria

Presenting DTS/DTO in need of psychiatric hospital assessment

Involuntary

Voluntary

Contact UPC or PRC-West to file an emergent petition

Contact a Hospital Rapid Response provider to complete behavioral health assessment and assistance with discharge

Police will pick up recipient and transfer to UPC or PRC-West

If inpatient services are necessary, Hospital Rapid Response will initiate a referral to CRU I or II for direct admission

Crisis Response Network can assist with transportation 602-222-9444

Substance Abuse/Intoxication

Contact a Hospital Rapid Response provider to complete behavioral health assessment and assistance with discharge

Contact Community Bridges to assess for detox criteria being met (877) 931-9142

Police will pick up recipient and transfer to UPC or PRC-West

If inpatient services are necessary, Hospital Rapid Response will initiate a referral to CRU I or II for direct admission

Crisis Response Network can assist with transportation 602-222-9444

*Pinal County hospitals that lie within GSA 6 must contact Crisis Response Network (602-222-9444) to request Crisis Intervention Services within the hospital and emergency department