**WCPSS Crisis Resource Guide**

**For questions regarding NC Medicaid status, plan, or benefits:**

Website: Home | NC Medicaid Managed Care [www.ncmedicaidplans.gov](http://www.ncmedicaidplans.gov)

Phone: 1-833-870-5500 (TTY: 711 or RelayNC.com)

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

For information or referral to treatment for individuals with Alliance Medicaid (this may be referred to as “Tailored Plan”) or uninsured:

• **Alliance Health Plan Member and Recipient Services** # 1-800-510-9132

<https://www.alliancehealthplan.org/>

**Wake Co. Crisis Services:**

• For a medical or life-threatening emergency, you can contact 911 and request a “CIT Officer.”

These first responders have gone through Crisis Intervention Training to work with individuals

with a mental health, substance use, intellectual or developmental disability.

<https://nami-wake.org/support-and-education/education/crisis-intervention-training/>

**• Mobile Crisis**

24/7 assessment and triage for crisis response. A mental health professional will triage over the

phone and if needed will go into the community to evaluate for safety and provide crisis

stabilization services. Request Mobile Crisis through

**Alliance Health Crisis Line # 877-223-4617**

**• KidsPeace, Mobile Outreach Response Engagement and Stabilization (MORES)**

Provide mobile crisis support for youth. In addition, for Alliance Medicaid individuals, they can

provide ongoing support for case management and referral needs up to 8 weeks.

Hours: 7 days a week, from 10am-10:30pm. Crisis calls after hours will be directed to the mobile

crisis service noted above.

(484) 215-6756

<https://www.kidspeace.org/the-hope-center/>

**• UNC Wakebrook Crisis and Assessment (CAS), 24 hours walk-in crisis facility**

107 Sunnybrook Rd.

Raleigh, NC 27610

(984)974-4800

<https://www.uncmedicalcenter.org/uncmc/hospitals-locations/profile/unc-health-care-crisisand-assessment-services-at-wakebrook/>

**• Monarch Behavioral Health Urgent Care, no appointment necessary**

319 Chapanoke Road, Suite 120

Raleigh, NC 27603

(919) 703-2845

<https://monarchnc.org/behavioral-health-urgent-care/>

**• Holly Hill Hospital – Children’s Campus**

201 Michael J. Smith Lane

Raleigh, NC 27610

(919) 250-700

<https://hollyhillhospital.com/>