



## **NAMI Wake County Information**

**919-848-4490**

**[www.nami-wake.org](http://www.nami-wake.org)**

### **Glossary of Terms for Psychiatric Services**

Psychiatric Crisis: Characterized by marked changes in functioning. This may include and is not limited to: severe depression, weight loss/gain, disturbed sleep patterns, disorganized thinking, paranoia, inability to care for self, threaten to harm self or others.

Emergency Services: If the danger is imminent, call 911 for immediate assistance. Ask for a CIT (see next.)

CIT (Crisis Intervention Team Officer): An officer that has been specifically trained in de-escalation techniques for those with a mental health diagnosis or substance abuse disorder.

Voluntary Commitment/Admission: An individual chooses to sign themselves into a hospital to seek psychiatric care.

Involuntary Commitment: If an individual is deemed to be of immediate risk to self or others, an exam is done by a licensed clinician to determine the need for additional inpatient, outpatient or substance abuse care and an order is issued by the court magistrate. A layperson can also petition the court for involuntary commitment, and the same process is followed. The individual is then moved to a 24-hour psychiatric facility escorted by an officer, for a second exam. A petition for additional treatment must be completed within 10 days and reviewed in court.

Inpatient Psychiatric Unit/Care: This is a locked unit at a public hospital or psychiatric hospital that provides mental health treatment on site. While in a psychiatric unit, individuals are often treated with medication, one on one counseling, and group counseling. These stays often remain short and help to stabilize an individual and attain outpatient services as needed.

Outpatient Care: Treatment is completed in the community and often combines psychiatric medication services and therapeutic services.

## **Psychiatric Crisis Services and Hospitals**

Mobile Crisis Management Crisis Line: Therapeutic Alternatives Inc. operates this line that functions 24 hours a day, seven days a week, 365 days a year. An assessment will be done over the phone and a mobile clinician may be dispatched to your home as well. Due to the nature of this service, this can take several hours.

*Telephone number: 877-626-1772*

UNC Wakebrook: Crisis services available for children and adults by walk-in or telephone.

*Address: 107 Sunnybrook Road, Raleigh, NC 27610*

*Telephone number: 984-974-4830*

Holy Hill Hospital: Inpatient psychiatric services for children and adults. Calling ahead to determine if there are beds available is advised, and please note that not all insurances are accepted at HHH.

*Address for Adult Services: 3019 Falstaff Road, Raleigh, NC 27610 (rear of hospital)*

*Telephone number: 919 250-7000*

*Address for Children/Adolescent Services: 201 Michael J. Smith Lane, Raleigh, NC 27610*

*Telephone number: 919 250-7600*

Strategic Behavioral Center: Acute inpatient psychiatric services for males and females age 5 to 17. Also has residential psychiatric facilities for children and adolescents.

*Telephone number: 919-800-4400 or 855-537-2262*

Inpatient Psychiatric Care for Geriatric Patients: UNC Behavioral Health Services - Johnston Health.

*Address: 509 N. Bright Leaf Blvd. Smithfield, NC 27577*

*Telephone number: 919-938-7540*

UNC Inpatient Geriatric Unit (call for bed availability)

*Address: 101 Manning Drive, Building 1, Chapel Hill, NC*

*Telephone number: 919-966-5127*

Novant Health Thomasville Medical Center (call for availability)

*Address: 207 Old Lexington Road, Thomasville, NC, 27360*

*Telephone number: 336-472-2000*

Triangle Springs Hospital: Inpatient and outpatient mental health and substance abuse programs.

*Address: 10901 World Trade Boulevard Raleigh, NC 27617*

*Telephone number: 919-372-4408*

Monarch NC: Behavioral health services across North Carolina.

*Address: (admin) 350 Pee Dee Avenue Suite 101, Albemarle, NC 28001*

*Telephone number: 866-272-7826*

Emergency Departments: In Wake County, you can walk into the emergency departments at WakeMed, WakeMed Cary, UNC Rex, or Duke Raleigh seeking emergency psychiatric assessment for crisis. While none of these hospitals offer inpatient psychiatric services, they will be able to determine if additional level of care is needed and will locate a psychiatric unit bed for you. Outside of Wake county, there are also services for emergency psychiatric services and assessments at UNC Neuropsychiatric Hospital in Chapel Hill, Duke and Duke Regional Hospital in Durham.

IF YOU HAVE MEDICAID OR YOU HAVE NO INSURANCE, PLEASE CALL THE ALLIANCE ACCESS AND INFORMATION LINE, 24 HOURS A DAY TOLL FREE AT 800-510-9132. You are eligible for services through ABH if you are insured by Medicaid and live in Durham, Wake, Johnston or Cumberland counties or if you are uninsured and assessed to meet eligibility criteria.

## **Insurance Coverage for Mental Illness**

Coverage varies according to your policy and network of providers. You need to shop around for insurance that has a good network for mental health. Private insurance and Medicare will generally pay for inpatient hospitalization and a portion of the cost for medication management and a certain number of therapy sessions if you and your provider meet all the requirements of the plan. Most other types of treatment such as those listed on page 2 are not covered. You usually will not be eligible for payment for these services from public funds if you have private insurance regardless of the fact that your insurance will not pay for it.

However, you may want to contact Alliance Behavioral Health for a specific determination. Our recommendation is to first consult your insurance carrier's network of providers and then to talk to others who are privately insured to get their views and recommendations for providers. You can network with others in NAMI support groups and education meetings. Many psychiatrists are not on insurance panels and require that you pay them upfront. If you have insurance, they may accept claims from "out of network" providers. If you are disabled by your mental illness, Medicaid coverage may improve your chances of receiving the care you need through enhanced services.

Contact Wake County Human Services at this number 919-212-7000 and ask for assistance with Medicaid enrollment. Alternatively, appear in person at 220 Swinburne St. Raleigh, NC 27610.

## **Open Access Walk-in Clinics (Additional Services)**

If you are a Wake County resident in need of mental health services, you may receive an assessment by walking into the UNC Wakebrook Crisis and Assessment Center or into one of Monarch's walk-in mental health clinics (see below).

These and other approved assessment sites or independent practitioners are able to provide a comprehensive assessment and, in some cases, provide follow-up care to individuals covered by the Alliance Health Plan or, in some cases, by other types of insurance.

Call the 24 hour toll-free Alliance Access and Information Line at (800) 510-9132 to learn about other options.

Raleigh, N.C. Location: 1001 Navaho Drive, Suite 100

(919) 856-4703 Fax: (919) 856-3795

Hours of Operation: Monday-Friday, 8 a.m.- 5p.m.

Extended hours are offered on Mondays and Thursdays in the Raleigh office until 7 p.m.

Individuals who are emergent and walk in after 5 p.m. will be served; however, routine needs may be scheduled for the following morning.

Cary, N.C. Location: 300 Asheville Avenue, Ste. 200

(919) 650-3325 Fax: (919) 651-8091

Open Access – Walk-In: Monday, Wednesday, Thursday 8 a.m.-3 p.m.; Tuesday 8 a.m.-4 p.m.;

Friday 8 a.m.-1 p.m. Hours of Operation: Monday, Wednesday, Thursday 8 a.m.-5 p.m.;

Tuesday 8 a.m.-7 p.m.; Friday 8 a.m.-3 p.m.

Fuquay-Varina, N.C Location: 30 N. Judd Pkwy. NE

(919) 567-0558 Fax: (919) 552-4283

Hours of Operation: Monday-Friday, 8 a.m.- 5 p.m.

Wake Forest, N.C. Location: 350 E. Holding Ave.

(919) 263-9365 Fax: (919) 435-1035

Hours of Operation: Monday-Friday, 8 a.m.-5 p.m.

Zebulon, N.C. Location: 1002 Dogwood Dr.

(919) 375-4453 Fax: (919) 375-4648

Hours of Operation: Monday-Friday, 8 a.m.-5 p.m.