



Provider communication

General information and system updates

February 29, 2023

Crisis information for PCPs and other non-behavioral health providers

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

Primary care physicians are oftentimes the first place people experiencing mental health struggles may turn. Our goal is to help educate the community about the array of behavioral health crisis services that are available to anyone and everyone. Our wide network of PCPs play an important role in helping to share this information, including our crisis brochure.

What is a behavioral health crisis?

A crisis can be any time someone is having thoughts, feelings, or going through something they are not able to cope with. A crisis can look different for different people. A crisis is likely if there is a sense of urgency to deal with the situation. This is because doing nothing puts the person or those around them at risk for harm. A crisis may include a struggle with:

- Suicidal thoughts
- Substance use
- Anxiety
- Psychosis
- Social issues

Additional Resources:

- <https://www.azahcccs.gov/BehavioralHealth/Downloads/FrequentQuestionsAboutCrisisServices.pdf>
- <https://www.mercycareaz.org/crisis-services.html>
- <https://www.mysafetyplan.org/>

Please don't hesitate to contact our Crisis Team at crisis@mercyareaz.org with further questions or if you would like a brochure sent to you.

Thanks for all you do!

[Sign up for our email list](#)

Mercy Care | 4750 S 44th Place, Suite 150, Phoenix, AZ 85040

STAY CONNECTED

