

Behavioral Health Crisis Line: Expand Your Telehealth Services with Just-in-Time Specialty Support

More than 25% of U.S. adults and nearly 50% of adolescents experience some type of behavioral or mental health illness annually, and those numbers are on the rise. That's why more and more health plans are providing vital care and navigational help by implementing behavioral health crisis support as an extension of a Carenet Health nurse advice line service.

The ideal navigation model for seamless 24/7 assessment and support

Via a swift identification process, callers in crisis are connected from the nurse advice line to licensed behavioral health clinicians. Our single-point-of-contact approach features one dedicated contact number and a rapid protocol that's focused on efficient, cost-effective resource management while delivering high-quality care and guidance.

- Those determined to be experiencing a behavioral health crisis are routed to licensed behavioral health clinicians who assess the crisis, coordinate activities needed to de-escalate situations and connect patients to resources for longer-term solutions.
- If individuals are experiencing physical medical-related symptoms or have non-emergency medical questions, they are placed in the typical nurse advice triage workflow and routed to a registered nurse or care coordinator for assistance.



- Multidisciplinary teams work closely together to meet each person's unique needs and provide them with the right level of care intervention from the right resource.

Why Carenet Health?

We combine our industry-renowned and extensively trained telehealth teams with a best-in-class behavioral health partner that has 25+ years of experience in telephonic crisis assessment, intervention and stabilization services. The result? Outstanding support with built-in cost management.

1.4
million

calls handled
annually*

2
years

minimum clinical
psychiatric experience
required of all
behavioral health
clinicians

* Number of annual calls on Carenet Health nurse advice line + behavioral health partner

Implementing a behavioral health crisis line means your organization can:

- Evaluate patients for the presence of suicidal and homicidal ideation, substance use concerns, interpersonal violence, compliance with prescribed medication and any cognitive concerns, such as delusions
- Engage appropriate emergency services for assistance with life-threatening situations
- Coordinate care for emergent and urgent situations (including collaborating with ED staff or facilitating a mobile crisis unit)
- Assess patient's immediate need for support
- Guide patient to necessary support, resources and tools after assessment (including network providers, facilities and community resources)
- Promote use of available health and wellness services
- Accommodate state-specific handling requirements

GET STARTED TODAY

For more information, email us today at

marketing@carenethealthcare.com or call 800.809.7000

