



# CDPHP®, CONTACT Lifeline, and Parsons Child & Family Center Crisis Intervention Services

## CONTACT Lifeline After-Hours

CDPHP® contracts with Family & Children's Service CONTACT Lifeline to offer our members a nationally accredited after-hours telephone crisis hotline service.

If you call the CDPHP Behavioral Health Access Center at 1-888-320-9584 weekdays between 6 p.m. and 8 a.m. or any time on weekends and holidays, you will be advised to press "1" to be transferred to CONTACT Lifeline. You may also call the crisis line directly at 1-855-293-0785.

- ▶ A mental health clinician will discuss your issues and help you decide the best course of action.
- ▶ You may be given a counseling appointment with Family & Children's Service staff the next business day.
- ▶ CDPHP can provide follow-up case management.

## Parsons Capital Region Child and Adolescent Mobile Crisis Response Team

To improve access to behavioral health care and coordinate community-based behavioral health services, CDPHP and Parsons offer children, adolescents, and their families in Albany, Rensselaer, and Schenectady counties a mobile crisis intervention service when appropriate and available.

Depending on the severity of the symptoms, crisis intervention and de-escalation may occur over the phone or in person wherever the member is situated, such as school, home, or even a hospital emergency room.

Services include consultations and information for the family, crisis assessment, intervention and stabilization, and facilitation of alternate levels of care.

## How to Reach the Mobile Crisis Team

To access this service, please call the CDPHP Access Center. During regular business hours, a CDPHP employee will triage the call to a clinician at Parsons. After-hours, you will be able to press "1" to be connected to CONTACT Lifeline where a trained clinician will listen to your concerns and connect you with the Parsons team if appropriate.

- ▶ The mobile team is available Monday through Friday, 11 a.m. to 9:30 p.m.
- ▶ The service is offered to children and adolescents in Albany, Rensselaer, and Schenectady counties (up to age 20 if still in day school and living at home) who are experiencing an emotional and/or behavioral health crisis.

Call **(518) 641-3600** for guidance.