## TN Department of Mental Health & Substance Abuse Services

# State of Tennessee's Crisis Delivery Model

Marie Williams, LCSW Commissioner

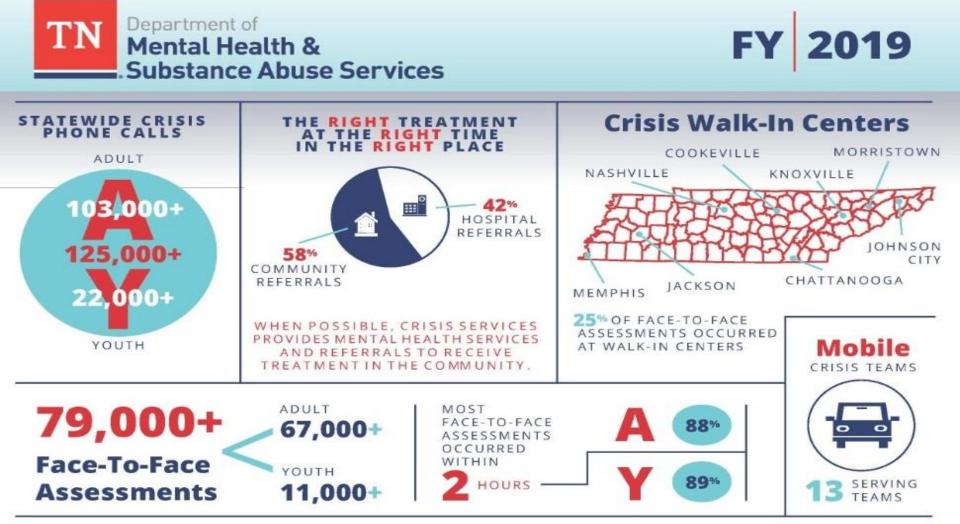
### **Crisis Services History**

- Crisis response teams were established in 1991
- Contract with 13 providers across the state to deliver mobile crisis services 24/7/365
- Statewide hotline number routes caller to nearest provider based on area code and defaults to one provider if does not route due to unknown area code.
- TDMHSAS is also proud to participate in the National Suicide Prevention Lifeline with 6 TN providers assisting in answering the calls across the nation
- Respite services were established in 1992 to allow a community based option that offers a temporary reprieve from an environmental stressor
- Crisis Stabilization Units and Walk-in Centers were added in 2008
- Contract with 7 providers to provide 8 CSUs and Walk-in Centers to operate 24/7/365





### Where we are today - 124,878 Calls FY19





March 31, 2020

# **Funding Model**

- Statewide Crisis Hotline Funded with state dollars \$50,000
- Mobile Crisis Blended funding with Medicaid and state dollars. Rates based on a PMPM (per member per month) model as determined by TennCare with state dollars contributing approx. 20% of total. Funded to ensure firehouse model.

State \$5,061,206 Medicaid - \$20,751,041

- **Respite** State pays at cost not to exceed 1/12 of total maximum liability per month while TennCare (Tennessee Medicaid Waiver) pays a fee for service.
  State \$507,567 Medicaid- \$163,241
- CSU/WIC State pays at cost not to exceed 1/12 of total maximum liability per month while TennCare pays a fee for service.
   State- \$15,051,033 combined Medicaid - \$3,720,978

#### TOTAL CRISIS INVESTMENT: \$45,305,066

#### TENNESSEE STATEWIDE CRISIS LINE There is hope. 855-CRISIS-1 (855-274-7471)



### Do you feel like you are experiencing a mental health crisis?

### Our Statewide Crisis Line is here to help individuals struggling with a mental health emergency.

This phone line is free and operated by caring, trained mental health professionals, 24 hours a day, 7 days a week.

Confidential help from anywhere in Tennessee is only a phone call away.

#### tn.gov/behavioral-health/crisis-services





