

# Help in times of crisis

People with mental health conditions often don't receive the appropriate response when experiencing a crisis. We're here to help people in crisis — and their families — get the right care when needed.

## Crisis care options

### Somewhere for immediate help

**Psychiatric urgent care:** This option offers emergency and urgent walk-in and virtual care to address immediate assessment and treatment needs for patients that can't wait for routine outpatient treatment.

### Someone to respond

**Mobile crisis:** This option offers emergency mobile mental health assessment and intervention for adults and children in immediate crisis. A mobile unit can be deployed to a home, office or emergency department.

### A place to go

**Crisis stabilization:** A 24/7 recovery-oriented crisis center that offers emergency assessment, intervention and stabilization for urgent and emergent situations.

### A place to recover

**Crisis residential:** This option offers short-term residential crisis treatment for adults ready to actively participate in recovery.

### Someone to talk to

If you need help getting started, call the Mental Health and Substance Abuse number on the back of your member ID card. If you have an immediate crisis, call the Suicide and Crisis Lifeline at **988** or **1-800-273-8255**.

See the chart below for available crisis service locations.

Location	On-site service area*	Available care options
<b>Common Ground Resources and Crisis Center</b> 1200 N. Telegraph Road, Bldg. 32E Pontiac, MI 48341 Phone: <b>1-800-231-1127</b>	Genesee County, Oakland County and Wayne County	<ul style="list-style-type: none"> <li>• Psychiatric urgent care (virtual visits only)</li> <li>• Mobile crisis</li> <li>• Crisis stabilization (on-site)</li> <li>• Crisis residential (on-site)</li> </ul>
<b>Hegira Health's COPE</b> 33505 Schoolcraft Rd., Livonia, MI 48150 Phone: <b>734-721-0200</b>	Wayne County	<ul style="list-style-type: none"> <li>• Psychiatric urgent care (on-site)</li> <li>• Mobile crisis</li> <li>• Crisis stabilization (on-site)</li> <li>• Crisis residential (on-site)</li> </ul>
<b>New Oakland Family Centers</b> Phone: <b>1-800-395-3223</b> (Single point of contact for all service locations)	Ann Arbor, Center Line, Clarkston, Clinton Township, Farmington Hills, Flint, Grand Rapids, Livonia, Okemos, Pontiac, Port Huron, Southfield, Southgate and Warren	<ul style="list-style-type: none"> <li>• Mobile crisis</li> <li>• Crisis residential (on-site)</li> </ul>
<b>Pine Rest</b> 300 68th Street SE Bldg. E, Entrance E1 Grand Rapids, MI 49548 Phone: <b>616-455-9200</b>	Kent County and Ottawa County	<ul style="list-style-type: none"> <li>• Psychiatric urgent care (on-site only)</li> </ul>

\*On-site and mobile service locations are only available in Michigan at this time.

