



Behavioral Health Services

Highmark Health Options ensures that members have access to high-quality behavioral health (BH) services for treatment of mental health (MH) and substance use disorders (SUD) at a level of care within the least restrictive environment. An array of contracted providers offer services and supports for our members' BH/SUD needs across a continuum of care. Highmark Health Options Behavioral Health program adheres to the Mental Health Parity Act and Delaware Senate Bill 109 related to coverage for BH/SUD.

Highmark Health Options partners with our members, providers, community-based stakeholders, State agencies to develop care plans that support the members' behavioral health needs, physical health needs, and overall wellness. Highmark Health Options supports members with managing behavioral health needs through support with care management and utilization management, including appointment assistance, referral and linkage to services, access to wellness, resource coordination, and clinical care coordination.

Any Highmark Health Options provider can refer a member for Care Coordination around behavioral health and/or physical health needs. Providers should call 1-844-325-6251 and select the Clinical Care Coordination option.

Some scenarios where behavioral health coordination of care might be indicated:

1. A person seeking help getting treatment for a mental illness or substance use disorder.
2. A person with chronic comorbid medical and behavioral health conditions who is being treated by multiple providers.
3. A person who has frequent hospitalizations and ER admissions for conditions that could be safely/effectively treated at lower levels of care.
4. A person with medical conditions that are being adversely impacted by has a behavioral health condition.

To holistically integrate physical health and behavioral health for Highmark Health Options members, all behavioral BH/SUD treatment providers are encouraged identify the member's primary care physician and/or other physical health provider(s) to coordinate for care planning. Physical health providers are also encouraged to determine if a member is BH/SUD treatment services to coordinate for care planning.

In the event the provider does not have access to appropriate Release of Information forms that are needed for information sharing and collaboration, a Highmark Health Options Release of Information form may be used. Highmark Health Options' release forms are available on the Health Options website at highmarkhealthoptions.com. If assistance is needed with coordinating care between behavioral health and physical health, the provider may call the Highmark Health Options Care Management Department at 1-844-325-6251 and select the Care Coordination option for assistance.



Members experiencing an acute crisis are able to access Crisis Intervention Services (CIS) at any time- 24 hours a day/7 days a week/365 days a year. The Division of Substance Abuse and Mental Health (DSAMH) provides assistance and support with crisis intervention services.

More information about DSAMH CIS can be found on the DSAMH website at:

http://dhss.delaware.gov/dsamh/crisis_intervention.html

The Division offers a continuum of CIS. These services are located throughout the State of Delaware in the Crisis Intervention Service Centers, the Community Mental Health Centers, the Recovery Response Center, and emergency rooms. CIS staff are available 24 hours a day to assist people 18 years of age and older with severe personal, family, or marital problems. These problems may include depression, major life changes such as unemployment or loss of an important relationship, anxiety, feelings of hopelessness, thoughts of suicide, delusions, paranoia, and substance use.

The goal of CIS is to prevent unnecessary or inappropriate hospitalizations of a person experiencing severe symptoms of a mental illness or substance related problem. By providing services in the community, CIS staff can better assess the consumer's environment, support systems, and current level of functioning. They can gain a clear understanding of type of treatment and support services that will be needed.

In addition to these services, the crisis staff work in conjunction with every police department throughout the state and assisting in the evaluation of persons picked up on criminal charges who may require mental health evaluations and who may be appropriate for the State's Mental Health Courts.



The tables below provide locations and hours for crisis intervention services in Northern Delaware and Southern Delaware.

NORTHERN DELAWARE	
LOCATION & HOURS	PHONE
<p>Mobile Crisis Intervention Services, Northern Delaware 14 Central Avenue Fernhook Building New Castle, DE 19720</p> <p>Staffed 24 hours a day, 7 days a week</p> <ul style="list-style-type: none"> Serves all of New Castle County and greater Smyrna in Northern Kent County. Provides phone support, mobile outreach, and walk-in crisis services. 	<p>1-302-577-2484; or 1-800-652-2929 (toll free)</p>
<p>Recovery Innovations Recovery Response Center (RRC) 659 East Chestnut Hill Road Newark, DE 19713</p> <p>Services are available 24 hours a day, 365 days a year</p> <ul style="list-style-type: none"> Offers facility based crisis services for adults experiencing mental health or substance use crisis. 	<p>1-302-318-6070</p>
<p>Psychiatric Emergency Services (CAPES) Wilmington Hospital Emergency Department</p>	<p>1-302-320-2100</p>
<p>Mobile Responses and Stabilization Services: (children and teens under the age of 18)</p> <p>Staffed 24 hours a day, 7 days a week</p> <ul style="list-style-type: none"> Provides phone support and mobile outreach crisis services. 	<p>1-800-969-HELP / 1-800-969-4357</p>
SOUTHERN DELAWARE	
LOCATION & HOURS	PHONE
<p>Mobile Crisis Intervention Services, Southern Delaware 700 Main Street Ellendale, DE 19941</p> <p>Staffed 24 hours a day, 7 days a week</p> <ul style="list-style-type: none"> Serves all of Sussex County and Kent County south of greater Smyrna. Provides phone support, mobile outreach, and walk-in crisis services. 	<p>1-800-345-6785 (toll free)</p>



<p>Recovery Innovations Recovery Response Center (RRC) 700 Main Street Ellendale, DE 19941</p> <p>Staffed 24/7</p> <ul style="list-style-type: none"> • Provides recovery support services and crisis stabilization services to divert people from inpatient hospitalization and communicate the message of hope and the possibility of recovery. • The RRC Living Room is a crisis alternative where people having a difficult time can become a guest where they receive comfort and hope from a team of Peer Support Specialists in recovery. 	<p>1-302-424-5660</p>
<p>Mobile Responses and Stabilization Services: (children and teens under the age of 18)</p> <p>Staffed 24 hours a day, 7 days a week</p> <ul style="list-style-type: none"> • Provides phone support and mobile outreach crisis services. 	<p>1-800-969-HELP / 1-800-969-4357</p>