



December 2017

## **WellCare's Mobile Crisis Assessment Team to treat Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) behavioral health members in the emergency department**

Anthem is pleased to announce that we have contracted with WellCare as our Mobile Crisis Assessment Team (MCAT) to provide assessment services for our managed Medicaid and members presenting in need of behavioral health attention in the emergency department (ED) at any of the designated hospitals in Clark County. Once the member has been stabilized, contact the MCAT at **1-702-410-7895** for all Anthem members presenting to the ED for behavioral health admissions, consultations and ED evaluations at one of the hospitals listed below. The MCAT is available 24/7.

**Please note:** This notice is not intended to supersede any requirements of the Emergency Medical Treatment and Labor Act (EMTALA). All provider actions should be in accordance with EMTALA requirements.

The MCAT is a physician-led crisis team staffed by licensed, trained counselors from a variety of disciplines, including licensed clinical social workers (LCSWs) and marriage and family therapists (MFTs). The MCAT meets face-to-face with each member in an extreme crisis as well as members presenting for immediate hospitalization. The MCAT will assess the member in the emergency room. Once the assessment is complete, the WellCare staff psychiatrist will review the medical and clinical data and, with the patient's treating emergency room physician or PCP, initiate the recommended treatment. This hands-on approach enhances the patient's treatment and encourages effective, ongoing outpatient care. This program will begin on August 1, 2016. Please note the launch dates below for the following hospital systems:

### **Dignity Hospitals: August 1, 2016**

St. Rose deLima, St. Rose Sienna, St. Rose Martin

### **Hospital Corporation of America (HCA) Hospitals: September 1, 2016**

Mountain View Hospital and Medical Center, Sunrise Hospital and Medical Center, Southern Hills Hospital

### **Valley Health System, North Vista, University Medical Center (UMC): January 1, 2017**

Centennial Hills Hospital Medical Center, Spring Valley Hospital and Medical Center, Desert Springs Hospital Medical Center, Summerlin Hospital, Valley Hospital, Henderson Hospital, North Vista Hospital, University Medical Center

To notify the MCAT of a member presenting to the ED in need of behavioral health care, call **1-702-410-7895**. Any Anthem member in need of outpatient behavioral health care should contact Member Services for outpatient referrals at **1-844-396-2329**.

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative at **1-702-228-1308** or call Provider Services at **1-844-396-2330**.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

**<https://mediproviders.anthem.com/nv>**

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