

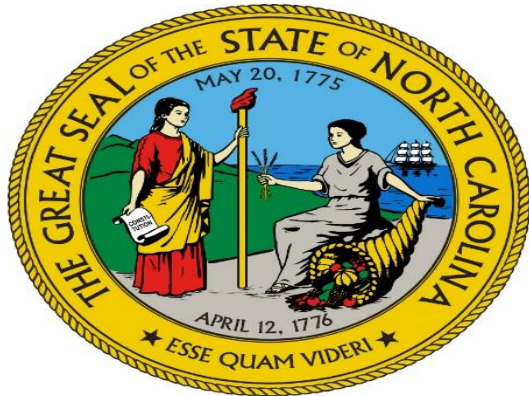


# NC Department of Health and Human Services

## Joint DMH/DD/SAS & DHB Consumer Webinar BH/IDD Consumers, Family Members and Community Stakeholders



October 3, 2022



NC Department of Health and Human Services

DMHDDSAS

**NC 9-8-8**

**Suicide and Crisis Lifeline**

**Lisa DeCiantis MA, LCMHC**

Human Service Program Consultant

**October 3, 2022**

# LIVE NOW



# NC 988

- **NC Call Center (REAL Crisis Intervention Inc.)**
  - Call/Text 988 24/7
  - Chat [988lifeline.org](https://988lifeline.org) 24/7
- **SAMHSA grant**
  - Hiring of additional crisis counselors
  - Training of First Responders in Applied Suicide Intervention Skills Training (ASIST)
  - Contracting with Diversity Consultants during the grant

# August 2022

- **Calls for NC Call Center**
  - 5,532 calls were received
  - 4,932 calls were answered in NC
  - 494 calls were disconnected prior to anyone answering
  - 89% instate answer rate
  - 00:24 Average speed to answer
  
- 2,586 of the calls were first time callers

# 988 Calls by Age Range August

## Age Ranges

<b>0-12 -</b>	<b>86</b>
<b>13-17</b>	<b>394</b>
<b>18-24</b>	<b>791</b>
<b>25-34</b>	<b>1045</b>
<b>35-44</b>	<b>625</b>
<b>45-54</b>	<b>584</b>
<b>55-64</b>	<b>468</b>
<b>65+</b>	<b>358</b>

# Chat/Text

- **NC has had 24/7 chat/text response since July 16, 2022**

## **Chat –**

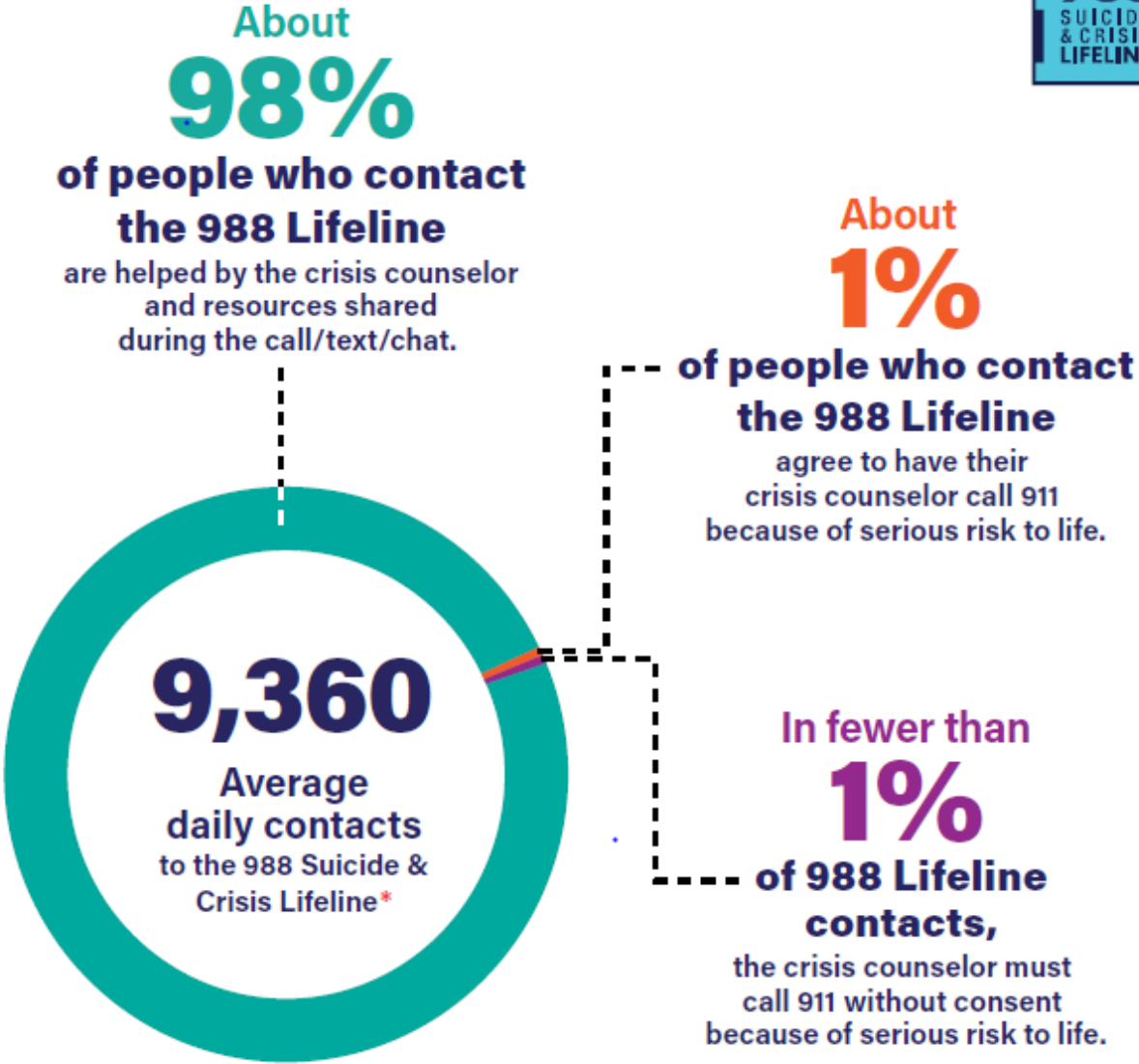
**July – 617**

**August – 797**

## **Text –**

**July – 355**

**August – 817**





# Resources

- **Medicaid Managed Care website**  
[medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)
- **NC Medicaid Help Center**  
[medicaid.ncdhhs.gov/helpcenter](https://www.ncdhhs.gov/medicaid/helpcenter)
- **Provider Ombudsman**  
[Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)  
866-304-7062
- **Practice Support**  
[ncahec.net/medicaid-managed-care](https://ncahec.net/medicaid-managed-care)
  - **NC Managed Care Hot Topics Webinar Series**  
Hosted by Dr. Dowler on the first and third Thursday of the month
- **Regular Medicaid Bulletins**  
[medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.ncdhhs.gov/providers/medicaid-bulletin)



# Questions and Answers



Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

[BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov)

[Medicaid.Transformation@dhhs.nc.gov](mailto:Medicaid.Transformation@dhhs.nc.gov)

Requests for presentations or to provide feedback

[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)