

## Who is eligible?

*The ACCESS Unit helps children and adults obtain :*

- *Mental Health Services*
- *Substance Abuse Services*
- *Developmental Disability Services*

If you have a complaint or a concern regarding a private provider or the LME, please contact The Beacon Center's Consumer Advocate Specialist at 1-888-399-8021.

Si usted necesita servicios de Salud Mental, Discapacidades del Desarrollo o Abuso de Sustancias Tóxicas, por favor llame gratuitamente al 1-888-893-8640. El personal hablara con usted sobre sus necesidades de salud mental, discapacidades del desarrollo o abuso de sustancias tóxicas. Basado en la información que usted provee, podrá escoger un proveedor de servicios y ser referido a una evaluación completa.

La información que usted provea se mantendrá confidencial. Estamos requeridos por la ley "Health Insurance Portability and Accountability Act of 1996 (HIPAA)" a proteger su privacidad y confidencialidad.

### **The Beacon Center**

**1-888-893-8640**  
**Call Toll Free**  
**(Voice and TTY)**  
**252-407-2474**  
**(Rocky Mount Area)**

Web Site:

[www.thebeaconcenter.net](http://www.thebeaconcenter.net)



## **The Beacon Center**

Local Management Entity Serving Nash,  
Greene, Edgecombe and Wilson  
Counties

## **ACCESS TO CARE**

**Emergent, Urgent  
and Routine**

**Screening and Referral**

**1-888-893-8640**  
**Call Toll Free**  
**(Voice and TTY)**  
**252-407-2474**  
**(Rocky Mount Area)**

**We are making it quick and  
easy to get help**

## **How can I get services?**

### **Make The Call**

Call the Access line at 1-888-893-8640 or call in the Rocky Mount Area 252-407-2474.

### **Set Up An Initial Assessment**

A staff member will talk with you about your mental health, substance abuse or developmental disability needs. Based on this information, you will choose a provider and be referred for a comprehensive face to face assessment.

### **Attend Scheduled Appointment With A MH/DD/SA Provider**

The provider will thoroughly assess your needs and gather information needed to assist you in determining a plan of care. You will need to bring insurance information and if under 18 years of age, proof of guardianship and any evaluations regarding Developmental Disability.

## ***What happens in an emergency?***

Help is available 24 hours a day, 7 days a week, including holidays, to assess the caller's need based upon the following levels:

### **Crisis or Emergency Care**

A response is made within two hours of calling the helpline when there is a life threatening condition.

### **Urgent Care**

When the situation is not dangerous, but the individual feels hopeless and the condition could deteriorate, face to face response is offered within 48 hours.

### **Routine Care**

Routine care is given when symptoms interfere with the individual's ability to participate in everyday life. An appointment will be scheduled with a provider for a face to face assessment, or evaluation, within 14 calendar days.

## ***What will I be asked when I call?***

- The nature and severity of your concerns to help determine the best possible services for you.
- Your county of residency
- Medicaid number and private insurance if applicable

The staff will refer you to a provider agency of your choice for further assessment or refer you for immediate assistance in an emergency situation.

***Your information is confidential. We are required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to protect your privacy and confidentiality.***

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