

Mental health and substance use services for children in foster or kinship care



Get connected

Mercy Care wants to be sure that children, adolescents and families in Arizona's foster care system get connected to the right mental health services and substance use treatment where and when they need them.

You can call Mercy Care Department of Child Safety Comprehensive Health Plan (DCS CHP) Member Services at **602-212-4983** or **1-833-711-0776** (TTY **711**). We're here to help you Monday through Friday, 8 a.m. to 5 p.m.



Get help

Children who enter foster or kinship care should be referred by DCS for an Integrated Rapid Response assessment within **72 hours** of removal and placement into out-of-home care.

That referral alerts us to send a behavioral health service provider to enroll the child and assess their immediate needs. If the child in your care is new to foster or kinship care and has NOT been assessed within **72 hours**, you should call Mercy Care DCS CHP Member Services. You can also call our dedicated Rapid Response hotline at **602-633-0763**. The hotline takes calls 24 hours a day, 7 days a week. You can also call the hotline to schedule an in-home DCS Stabilization Team visit (available in Yavapai, Maricopa, Pinal, and Pima counties).

Once the team completes an assessment and assigns a provider, you can call for an appointment. The provider should set the intake appointment within **7 days** of

your call to them. The child's behavioral health services should begin within **21 calendar days** of the intake appointment. **Providers should never place children on a waiting list for services.** You can email our designated DCS Children's Services Liaison contact at **DCS@MercyCareAZ.org** or call **480-751-8471** if you have any questions or concerns.



Get support

There are many services available to children in foster or kinship care, their families and caregivers.

Here are some examples:

- Case management
- Behavior coaching
- Psychiatric services
- Individual and family therapy
- Specialty treatment
- Respite
- Parent education and parent partners

If you're not sure whether a service is available, check with your behavioral health provider or call Mercy Care DCS CHP Member Services.



In a crisis

If your child is facing a crisis, don't wait. Reach out to the Arizona Behavioral Health Crisis Line anytime, 24/7.

Call: **1-844-534-4673** or **1-844-534-HOPE**

Text: **HOPE** to **4HOPE (44673)**

Chat: **<https://crisis.solari-inc.org/start-a-chat/>**

Always call 911 in life-threatening situations.