



Community Behavioral Health: Provider Notice Mercy Philadelphia Crisis Response Center Closure March 27, 2020

Effective Tuesday, March 31, 2020, at 5:00 p.m., the Mercy Philadelphia Crisis Response Center (CRC), located at 501 S. 54th Street, Philadelphia, PA 19143, will close. Though the CRC is closing, at this time the remainder of Mercy Hospital will remain in operation.

The City of Philadelphia has four additional adult CRCs and one child-serving CRC to meet the needs of individuals in need of an emergency behavioral health evaluation; all of these CRCs are operational 24/7.

Community Behavioral Health (CBH) would like to provide guidance on the best way to navigate the closure of Mercy CRC and the behavioral health system during the challenge of the current global pandemic. Hospitals across the nation have been impacted by COVID-19, and they are all similarly dealing with a shortage in testing kits, protective gear, and space. Due to these challenges, people are being encouraged to avoid hospitals if possible and instead first consider using online platforms and telehealth to determine whether hospitalization is necessary.

There are several options available if a member needs an emergency behavioral health evaluation:

1. If a member is already connected to a behavioral health provider, the member should contact that provider to see if they can be seen for a same-day, urgent appointment or if a telehealth session can be conducted to evaluate them.
2. A member can go to any of the CRCs listed below. All walk-in petitions for involuntary commitments (302s) can be filed at any of the CRCs. Please note to expect screening for COVID-19 at the CRCs at this time, particularly if a member presents with a common symptom such as a fever or a cough.

Crisis Response Center	Location and Contact Information
Einstein Crisis Response Center	5501 Old York Road, Philadelphia, PA 19141 215-951-8300
Friends Hospital	4641 Roosevelt Blvd, Philadelphia, PA 19124 215-831-4600
Hall Mercer	245 S 8th St, Philadelphia, PA 19106 215-829-5249
Temple University Episcopal Hospital	100 E Lehigh Ave, Philadelphia, PA 19125 215-707-1200
Philadelphia Children's Crisis Response Center <i>*Children Only (under the age of 18)</i>	3300 Henry Avenue, Falls Two Building, 3rd Floor, Philadelphia, PA 19129 215-878-2600

Below is a list of 24/7 behavioral health hotline numbers that may also be accessed.

24/7 Behavioral Health Hotline Numbers		
CBH Member Services	888-545-2600	Connect members to treatment services
Philadelphia Crisis Line (<i>formerly known as Acute Services</i>)	215-685-6440	Approve involuntary commitments (302s) Dispatch mobile crisis teams
Suicide and Crisis Intervention Hotline National Suicide Prevention Lifeline	215-686-4420 800-273-TALK (8255)	Suicide hotlines

For more information on COVID-19, text COVIDPHL to 888-777 to receive updates to your phone, or call the helpline 24/7 to speak with a health care professional at 1-800-722-7112.

Please contact your assigned Provider Relations Representative if you have any questions.