



Behavioral Health Crisis Referral System (BH-CRSys)

The NC Behavioral Health Crisis Referral System (BH-CRSys) is a secure web-based tool designed to aid in timely and appropriate placement of individuals experiencing a behavioral health crisis who are in need of a higher level of care. BH-CRSys is voluntary[^] and available at no cost to more than 250 eligible facilities[^] statewide.

Through BH-CRSys, users have a single point of access for the entire referral process. (The referral process is streamlined to access facility information, such as accepting status or medical clearance, improve searches to match individuals with facilities fitting their needs and complete a secure electronic referral.) BH-CRSys also has additional functions that provide benefits to the facilities and the crisis system overall.



BH-CRSys was developed and is supported by the NC Department of Health and Human Services, Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Through funding from the NC General Assembly, BH-CRSys was first made available in 2018 and has since made enhancements to the system, after being awarded a Substance Abuse and Mental Health Services Administration (SAMHSA) funded 2019 Transformation Transfer Initiative grant through the National Association of State Mental Health Program Directors.

***Eligible Facilities**

Primary Referral Facilities:

- Emergency Departments
- Mobile Crisis Providers
- Behavioral Health Urgent Care Centers (Open 24/7)

Primary Receiving Facilities:

(that can also make referrals)

- Community Hospital Psychiatric Inpatient Units
- Private Psychiatric Hospitals
- State Psychiatric Hospitals
- State Alcohol and Drug Abuse Treatment Centers
- Facility Based Crisis Centers
- Non-Hospital Medical Detoxification Facilities

Core Functions of BH-CRSys

• **Accepting Status**

At LEAST twice daily, receiving facilities select the level of referrals being accepted and may choose to include details about bed availability.

• **Facility Profiles**

Each facility maintains a profile that includes contact information, location, demographics about populations served, specialized services, exclusions, medical clearance, insurance information and more.

• **Search & Filter**

Locate facilities in your catchment area, search by facility type or filter by specific admissions criteria or services to find what is available for specific individuals or challenging placements.

• **Referrals**

Users can send, receive, communicate, and coordinate electronic referrals through BH-CRSys in a secure manner.

• **Data**

As allowed under HIPAA, facilities can utilize their data to improve services and practices and de-identified data will be utilized to help inform planning and policy across the state.



Collaboration & Support

To be successful, BH-CRSys requires a tremendous amount of collaboration and support. From development to implementation to day-to-day operations and future growth, BH-CRSys is a partnership between every user, every facility, the state and ultimately everyone involved in crisis placement. With the potential to have a significant impact in North Carolina and beyond, BH-CRSys staff would like to thank the many individuals, organizations, partners and members of the BH-CRSys Advisory Committee for their contributions.

Goals of BH-CRSys:

To develop an efficient and effective web-based behavioral health crisis referral system that will:

- Reduce the length of time individuals experiencing a behavioral health crisis wait to be placed in an appropriate treatment facility.
- Increase efficiency and timeliness of the psychiatric inpatient bed acceptance process for both referring and receiving facilities.
- Potentially reduce the distance a patient/family must travel for inpatient treatment.
- Collect information to help inform the system and meet the needs of persons served.

Benefits of BH-CRSys

There are many benefits to being part of the BH-CRSys network, including:

A Single Access Point to Connect and Provide Facility Information Statewide

- Detailed and up-to-date profiles of participating facilities that are easily searchable for the important information users need – no more outdated binders and spreadsheets with who offers what, where and how to get an admission

Reduction in Time Spent Sending and Receiving or Responding to Referrals

Users may be able to save hours on many of the tasks they perform:

- Twice daily lists of accepting status by facility and easy search tools should reduce or eliminate calling cycles to check availability at dozens of facilities;
- Lower frequency of follow up calls to check on a referral or to obtain additional information and increased accountability as communication and tasks can be performed and tracked through BH-CRSys;
- Receiving Facilities receive a summary of important referral information up front, possibly reducing the time to review and respond to referrals

User-Informed Design

- BH-CRSys is built with input from the people who know the process best

Data For Your Facility

- Facilities can use their own data from the BH-CRSys to assess and improve processes and services.

Joining the BH-CRSys Network

Eligible facilities may register to participate in BH-CRSys by completing the necessary forms and training. A “facility” may be a single entity, such as a private psychiatric hospital, or a unit/department within a facility, such as an emergency department or inpatient unit, that serve separate purposes within the same organization. The security for BH-CRSys is in alignment with the NC Statewide Information Security Manual and the NC DHHS Security Manual. Standard agreements are required to ensure full compliance with HIPAA.



NC Behavioral Health Crisis Referral System

If you would like additional information, please contact us:

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Department of Health and Human Services

Dr. Mandy K. Cohen, Secretary

Division of Mental Health, Developmental Disabilities and Substance Abuse Services

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