



Mobile Crisis Response

Compassionate care during crises

What is Mobile Crisis Response?

Centerstone's Mobile Crisis Response team serves people in Franklin, Jackson, Perry and Williamson counties with assessments for placement in Centerstone's Crisis Stabilization Unit, crisis intervention, lethality assessment, and psychiatric hospital placement.

Who we help

Centerstone provides mobile crisis response 24 hours a day, 7 days a week, 365 days a year to people of all ages who are experiencing a mental health crisis.

- **Those with Medicaid** can be seen anywhere they are, including at home, a friend's house, a police department, grocery store, emergency room, etc.
- **Those with private insurance** must go to an ER to receive services from Mobile Crisis Response.
- **Those with no insurance** should either call 1-800-345-9049 to see if they can get approval for

temporary Medicaid or go to the nearest ER. If they are approved, they can receive crisis services anywhere they are. If not approved, individuals will be instructed to go to the nearest ER.

Access the Mobile Crisis Response

To access Mobile Crisis Response services:

- Call 1-800-345-9049 if you have Medicaid or no insurance. This line is answered 24/7/365.
- Call 1-855-985-0911 if you have private insurance. This line is answered 24/7/365.
- Walk into an ER anytime or any one of the following Centerstone locations during normal business hours:
 - Carbondale - 2311 South Illinois Ave.
 - Carterville - 403 Municipal Dr.
 - Marion - 1307 West Main St.
 - West Frankfort - 902 West Main St.

About Centerstone

Centerstone is a not-for-profit health system providing mental health and substance use disorder treatments. Services are available nationally through the operation of outpatient clinics, residential programs, the use of telehealth and an inpatient hospital. Centerstone also features specialized programs for the military community, therapeutic foster care, children's services and employee assistance programs. Centerstone's Research Institute provides guidance through research and technology, leveraging the best practices for use in all our communities. Centerstone's Foundation secures philanthropic resources to support the work and mission of delivering care that changes people's lives.

