

# Quick Guide: Mental Health Crisis Resources for Providers



**Emergency Situations:** If a member is experiencing an emergency or is in immediate danger to themselves or someone else, CALL 911.

Providers should establish a clear procedure for responding when a member is experiencing a mental health crisis or is at potential risk due to their symptoms. A mental health crisis is when someone is having thoughts of suicide, homicide, or grave disability, but is not in immediate danger.

Both Santa Barbara and San Luis Obispo counties have 24/7 crisis teams available for in-person response, as well as other crisis services. Please see the information below.



## SAN LUIS OBISPO COUNTY

**Central Coast Hotline**  
Call or text 1-800-783-0607

Available 24/7 for:

- Guidance for providers
- Mental health resources
- Emotional support
- Mobile crisis services

**San Luis Obispo Sobering Center**  
Call 1-820-280-0415

Services include:

- Sobering support
- Withdrawal management
- Medication-assisted addiction treatment

**Must be 18 or older**

**Members should not drive.**

Call for a free ride and to check bed availability.

## SANTA BARBARA COUNTY

**ACCESS Line**  
Call 1-888-868-1649

Available 24/7 for:

- Mobile crisis services
- Guidance for providers
- Link to mental health services
- Emotional support

**Santa Barbara Sobering Center - 24/7**  
Call 805-250-9022 to see if they have availability

Services include:

- Sobering support
- Withdrawal management
- Medication-assisted addiction treatment

**Must be 18 or older**

If the member is not in crisis but needs mental health services, please have them contact the CenCal Health Behavioral Health Call Center at 1-877-814-1861.

If the member requires additional assistance connecting with a mental health provider, please complete the Behavioral Health Care Coordination Request Form located at: [qrco.de/bgMT52](http://qrco.de/bgMT52)