

# Vaya Health crisis hotline available, operations continue to ensure access to care during coronavirus response



## ***Resources available to help adults, children in Yancey County stay mentally well during coronavirus outbreak***

Vaya Health remains committed to helping residents stay informed as we respond to the coronavirus outbreak. Our 24/7 Access to Care Line is available for individuals experiencing a mental health or substance use crisis and we are working closely with our providers throughout the region to ensure members get the help they need when they need it.

Anyone with a behavioral health crisis can call 1-800-849-6127, toll-free, day or night, for help from trained professionals. Call center staff are also available to provide information about local mental health, substance use and intellectual/developmental disability (IDD) services, as well as answer member questions.

Walk-in crisis centers throughout our region are open and offer same-day assessments for individuals who need immediate help. Some centers are limiting face-to-face contact and providing certain services by telephone or videoconference. The walk-in center for Yancey County is listed below.

RHA Health Services  
72 Blue Ridge Lane  
Burnsville, NC 28714  
828-682-2111

The stability of our provider network is key to ensuring residents continue to have access to the care they need. We are working to establish flexibilities that promote continuity of care while protecting the health and safety of our members and providers. As the coronavirus outbreak is a rapidly changing situation, we recommend contacting individual providers for specific questions related to changes in hours of operation and service availability.

For more information, visit <https://www.vayahealth.com/coronavirus-updates>. This page is frequently updated and includes prevention tips, guidance from trusted public health agencies and information for Vaya members, providers and the general public. The N.C. Department of Health and Human Services (DHHS) coronavirus response page (<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>) provides information on the state's response to the pandemic. Individuals can also dial 2-1-1 or 888-892-1162 for updates by phone, or text COVIDNC to 898211 to receive updates via text message.

Vaya recognizes the COVID-19 outbreak may be stressful for people and communities. For strategies to cope with anxiety and overwhelming emotions in yourself or your child, visit <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>. For tips to help stay mentally well during social distancing or isolation due to a disease outbreak response, visit the Vaya page listed above and click "Taking Care of Your Behavioral Health (SAMHSA)".

Member health and safety is Vaya's top priority. The outbreak is an evolving situation, and we will continue to provide updates to members and the public. As always, we remain committed to supporting individuals and communities throughout our region.