

CRISIS INTERVENTION SERVICES

The Community Services Board (CSB) is required by Virginia Law to respond to people in mental health crisis to ensure their safety and that of others. The request for this service may come from the person himself or from family, friends, law enforcement, hospitals or human services agencies. The referral person usually calls because he/she is concerned about someone's safety. The CSB has trained emergency service clinicians who respond to such requests for "crisis intervention".

The purpose and focus of our involvement are to assess the situation, to determine if anyone is at a high risk to harm or be harmed, to try to sort out the problems that are creating the crisis and then with the assistance of the people involved to try and solve the crisis. Solving the crisis may mean that the person is evaluated for admission to a psychiatric hospital. When this occurs, people are sometimes hospitalized against their expressed wish. The legal system, a magistrate and law enforcement are involved in those instances.

There is a fee for crisis services which includes the face to face meeting with the individual, and any telephone calls made even up to 72 hours before the meeting.

If you have insurance coverage the bill will first be submitted for payment to the insurance carrier. However, you need to call us to make sure we have accurate information and also to request the form you will need to sign to give us permission to bill the insurance agency.

If you do not have insurance, you will receive a bill for these services. However, this agency does provide services on a sliding fee scale and will assist you in determining whether or not your bill can be reduced. If you are interested in seeing if your bill can be reduced call our Reimbursement Office at **1-800-639-9881 or 804-693-5640**, Monday through Friday 9:00 A.M. - 5:00 P.M.

MIDDLE PENINSULA-NORTHERN NECK
COMMUNITY SERVICES BOARD

A Program of

EMERGENCY SERVICES

