



Provider Bulletin

for the Adult Mental Health Division

June 22, 2015

CRISIS LINE OF HAWAII (formerly known as ACCESS Line)

Adult Mental Health Division (AMHD) has been working over the past 2 years to improve the overall functioning and responsiveness of the ACCESS Line program. A substantial part of that effort has been to re-focus the program back to the primary mission of providing crisis support for the community at large. We have been successful in adding resources to the program to assist in meeting key performance measures, and in reducing the number of other business functions that were not directly related to crisis support. To that end, effective July 1, 2015, the ACCESS Line program will be re-named as the **Crisis Line of Hawaii**. Please note that there are no changes to the telephone number or fax number.

In addition, this is a reminder that the process for screening and scheduling Eligibility Determination appointments is now being managed directly by the AMHD Utilization Management Assessment Team. All calls or questions related to AMHD-funded eligibility issues should be directed to the **AMHD Eligibility Line**: 643-AMHD. This service is toll-free from all islands.

Finally, please remember that each service area has a Service Coordinator. That person should be your point-of-contact for all services-related questions. The Service Coordinators and their service areas are as follows:

- **Case Management and Support Services:** Kathleen Merriam
808-453-6944 or Kathleen.Merriam@doh.hawaii.gov
- **Housing and Homeless Outreach Services:** Yara Sutton
808-453-6940 or Yara.Sutton@doh.hawaii.gov
- **Crisis and Residential Treatment Services:** Steve Balcom
808-453-6398 or Steven.Balcom@doh.hawaii.gov
- **Special Populations Services:** Teka Williams
808-453-6921 or Teka.Williams@doh.hawaii.gov

If you have questions, concerns or complaints regarding a specific service or Provider, it is probably best to not call the Crisis Line of Hawaii to discuss them or file a report. Please contact the Service Coordinator directly or contact **Dawn Mendiola, AMHD Provider Relations** at **(808) 586-4689** for assistance or dawn.mendiola@doh.hawaii.gov