



Assertive Community Treatment (ACT)

What is Assertive Community Treatment?

Assertive Community Treatment, or ACT, provides a full range of services to people with a serious mental illness (SMI) designation. ACT teams offer complete, community-based treatment to people in the most difficult situations. The teams help with these ongoing needs — where and when members need it.

How does ACT help members?

ACT helps members take care of their basic needs. These needs can include taking their medications, keeping their appointments and getting through the day. ACT teams work closely with members to see which medications work best for them. They help them find housing or jobs. The team can also help them apply for services, go back to school or find a job.

How does ACT compare with traditional treatment?

ACT is an evidence-based practice. That means research shows that ACT works. Many studies have shown that people who get ACT services spend much less time in hospitals. They also show that they are more likely to:

- Keep their jobs
- Experience more positive social relationships
- Have more satisfaction with life
- Experience less intense symptoms

How does ACT work?

A team approach

Psychiatrists, nurses, mental health professionals, employment, housing and substance abuse specialists are part of ACT teams. They give members ongoing, individualized care. They provide wrap-around services to members with the most complex and persistent needs.

Services when and where they're needed

Members receive ACT services in their homes, where they work, and in other community settings. They can get help anywhere problems occur or where support is needed.

Personalized care

ACT teams work with relatively small groups of people. They match supports and services for each individual.

No time limit on support

ACT teams give members whatever services and supports they need for as long as they need them.

Continuous care

All ACT team members work with each member on a regular basis.

Flexible care

ACT teams fit their schedules around members' needs.

Comprehensive care

ACT teams provide many services to help meet members' needs.

Services are always available

ACT teams are there for members 24 hours a day, 7 days a week.

What are specialty ACT teams?

Some ACT teams are designed for members with specific needs. A Medical ACT team focuses on members with complex medical needs. The team works closely with the member's medical providers. The goal is to improve health and quality of life.

A Forensic ACT team is for the highest-needs members who are repeatedly involved with the criminal justice system. The goal is to keep them out of jail and connect them to the many available community-based supports and services.

Specialty teams help members prevent a medical or legal crisis or emergency.

If you are experiencing a behavioral health crisis, call the Arizona Behavioral Health Crisis Line to connect with a trained crisis specialists and talk, text or chat at no cost to you, 24 hours a day, 7 days a week.

Call **1-844-534-HOPE (4673)**

TTY: **1-800-327-9254**

Text **HOPE** to **4HOPE (44673)**

Chat online at <https://crisis.solari-inc.org/start-a-chat/>

You can also call the National Suicide and Crisis Lifeline

Dial 9-8-8

Mercy Care ACC-RBHA Member Services is available 24 hours a day, 7 days a week.

602-586-1841 or **1-800-564-5465 (TTY 711)**

Follow us @MercyCareAZ



www.MercyCareAZ.org

MC-966

COMMUNITY BRIDGES (CBI)

Avondale

824 N. 99th Ave.
Avondale, AZ 85323
602-540-1271

99th Ave ACT

824 N. 99th Ave., Ste. 107
Avondale, AZ 85323
602-329-7948

Mesa Heritage

460 N. Mesa Dr., Ste. 201
Mesa AZ 85201
480-838-5550

Forensic ACT Teams (2) Phoenix

Cactus Integrated Care

1520 E. Pima St.
Phoenix, AZ 85034

All FACT Teams

602-407-6280

COPA HEALTH

Medical ACT Team

14100 N. 83rd Ave., Ste. 100
Peoria, AZ 85381
623-583-0232

West Valley

14100 N. 83rd Ave., Ste. 100
Peoria, AZ 85381
623-583-0232

Metro Center Varsity

10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
602-997-9006

Metro Center Omega

10240 N. 31st Ave., Ste. 200
Phoenix, AZ 85051
602-997-9006

Gateway

5222 E. Baseline Rd., Ste. 101
Gilbert, AZ 85234
480-659-0202

IMPACT/LA FRONTERA

Comunidad

1035 E. Jefferson St., Ste. A
Phoenix, AZ 85034
602-251-0650

Capitol Center

1035 E. Jefferson St., Ste. A
Phoenix, AZ 85034
602-251-0650

Tempe Clinic

618 S. Madison Dr.
Tempe, AZ 85281
480-736-4938

LIFEWELL BEHAVIORAL HEALTH

South Mountain

3540 E. Baseline Rd Suite 150
Phoenix AZ 85042
602-323-3000

Desert Cove

10844 N. 23rd Ave
Phoenix, AZ 85029
602-353-2340

HORIZON HEALTH AND WELLNESS (PINAL COUNTY)

Cottonwood

222 E. Cottonwood Ln.
Casa Grande, AZ 85122
520-422-3060

SOUTHWEST NETWORK

Northern Star

2311 W. Royal Palm Rd.
Phoenix, AZ 85021
602-269-5300

Saguaro

3227 E. Bell Rd., Ste. 170
Phoenix, AZ 85019
602-652-3500

San Tan

1465 W. Chandler Blvd., Bldg. A
Chandler, AZ 85224
480-786-8200

TERROS

Enclave

1642 S. Priest Dr., Ste. 101
Tempe, AZ 85281
480-929-5100

Townley 1

8804 N. 23rd Ave., Bldg. A, Ste. A01
Phoenix, AZ 85021
602-944-9810

Townley 2

8804 N. 23rd Ave., Bldg. A, Ste. A01
Phoenix, AZ 85021
602-944-9810

51st Ave

4616 N. 51st Ave., Ste. 108
Phoenix AZ 85031
602-278-1414

VALLEYWISE HEALTH

Mesa Riverview

570 W. Brown Rd.
Mesa, AZ 85201
480-344-2255

Mercy Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104** (TTY: **711**).