

MCG message

Title: MDHHS announces launch of pilot MiCAL crisis helpline in Oakland County and Upper Peninsula, services to be expanded statewide in coming months

Posting date: **April 29, 2021**

On April 28, 2021, the Michigan Department of Health and Human Services [announced the launch](#) of its Michigan Crisis and Access Line, with the rollout beginning in Oakland County and the Upper Peninsula.

Michiganders in Oakland County and the Upper Peninsula can call, text or chat with MiCAL for free behavioral health crisis triage, support, resource information and referral to local services 24 hours a day, 7 days a week. MiCAL can be reached via phone or text at 1-844-446-4225. Chat is accessed online through Michigan.gov/MiCAL.*

Authorized by Public Act 12 of 2020, MiCAL is a centralized behavioral health crisis and information command/call center with the mission to provide Michiganders with free crisis and suicide prevention services, informational resources and facilitated coordination to local systems of care, including community mental health services programs.

MiCAL highlights:

- Operated by Common Ground, with over 50 years of crisis services experience.
- Available to all Michiganders with mental health and substance use disorder needs regardless of severity of need, insurance status or ability to pay.
- Integrated with community mental health services program crisis services including afterhours crisis line coverage, care coordination protocols and the activation/dispatch of in-person crisis services.
- MiCAL is available for persons in need, a concerned family member or friend or a helping professional.

MDHHS also integrated the Michigan Warmline into MiCAL, which is available to all Michiganders statewide. The Michigan Warmline provides emotional support from a certified peer support specialist or peer recovery coach from 10 a.m. to 2 a.m., seven days a week. The Michigan Warmline can be reached at 1-888-733-7753.



More information about MiCAL, including plans for future rollouts to more parts of the state, is available at Michigan.gov/MiCAL.

If you have any questions, please contact your Blue Cross Complete provider account executive.

*Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

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