

URGENT CRISIS CENTER



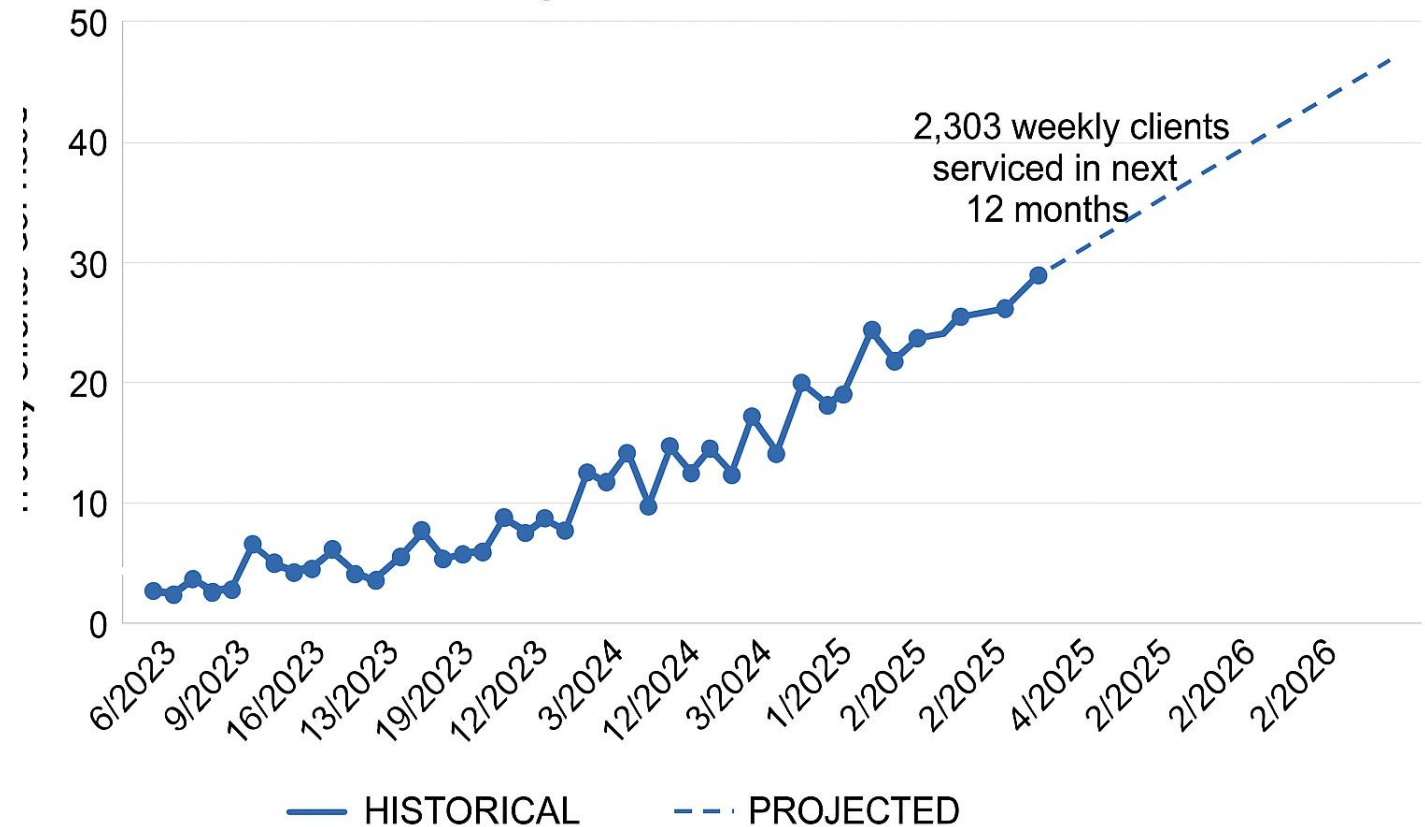
Advancing Individual
& Community Health



DATA TO DATE

- 2,400 clients served (6/23-3/25)
- 48%-52% Medicaid clients
- 50% report that they would have gone to the ED if UCCs didn't exist
- 96% of the UCC clients return to the community
- The cost for the Medicaid members to use the UCC is 650% less than if they went to the ED
- Jan 2024 – Jan 2025 33% increase in utilization

Weekly Clients Served





BILLING / REVENUE

Medicaid (48%-52% clients served)

- Partnership with DSS
 - Available Codes
 - Barrier to what's available (CPT rules,, guidance from DSS)
- **Commercial Payers**
 - Partnership with consultants; not an immediate solution

Revenue

January through December 2024

\$380,024 combined



WHERE WE ARE & NEXT STEPS

Governor's Budget

- Stressed the importance of the UCC
- \$7.2 million under DSS / in Medicaid

Push for sustainability

- Partnering with firm for Commercial payer case rates
- Advocate for hybrid funding, bundle rate, facility code
- Shared marketing efforts to increase awareness and utilization
- [Urgent Crisis Centers on Vimeo](#)

WHY THIS ALL MATTERS

Felt the empathy and felt understood. I'm glad I came here.

I feel better knowing she is ultimately "ok"

They listened carefully to what we said

My son's ideas, feelings and needs were very much listened to as well as mine

The staff were fantastic – they are making a difference in the world – lots of blessings to all the staff

They gave me amazing coping skills to help myself

Friendly, positive energy, active listening, good resources and information

