



## Invitation to Respond: Crisis Line

February 18, 2022

Mercy Care, Care1st Health Plan (Care1st) and Arizona Complete Health-Complete Care Plan (AzCH-Complete Care Plan) are seeking to contract with a strategic partner to provide statewide crisis phone services to people in Arizona.

Mercy Care, Care1st and AzCH-Complete Care Plan intend to build a long-term, mutually beneficial relationship with a single crisis phone line operator with demonstrated expertise and capability in delivering high quality, cost effective services, meeting required capacity and system reporting and monitoring requirements, and in developing and maintaining strong system partner collaboration while continually innovating and improving processes.

### Estimated Timeline

The general timeline for this process is identified below. Dates are subject to change.

Milestone Date	Event
2/18/22	Invitation to Respond received by potential partners
3/21/22	Invitation to Respond responses due
3/22/22-3/30/22	Invitation to Respond potential vendor discussions / Site visits (as applicable)
4/01/22	Selected vendor announced
5/16/22	Contract signed
10/1/22	Contract effective date

The Invitation to Respond is posted on our website in the following location:

[www.care1staz.com](http://www.care1staz.com) > Care1st > Providers > Crisis Line Invitation

If you have questions regarding the information contained in this update, please email [AzCHCriticalCare@AzCompleteHealth.com](mailto:AzCHCriticalCare@AzCompleteHealth.com) (for AzCH-Complete Care Plan and Care1st) or [Crisis@Mercycareaz.org](mailto:Crisis@Mercycareaz.org) (for Mercy Care).

***Thank You!***

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**Care1st Network Management**  
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Visit our website at [www.care1staz.com](http://www.care1staz.com)

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