What is Assertive Community Treatment?

Assertive Community Treatment, or ACT, provides a full range of services to people diagnosed with a serious mental illness (SMI). 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.

Mercy Care has 24 ACT teams across the Valley. Four of them are specialty teams.

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 also helps them apply for services, go back to school or get 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.

Contact Mercy Care RBHA Member Services at 602-586-1841 or toll-free 1-800-564-5465 (TTY/TDD: 711) any time, 24/7.

www.MercyCareAZ.org

Facebook.com/MercyCareAZ

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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).