

**UPDATED ONLY FOR LOGO AND BRANDING****Provider Notice**

**To:** HealthChoices Network Providers (Capital Area)  
**From:** Don Stiffler, Provider Relations Manager  
**Date:** January 19, 2010  
**Subject:** AD 10 002 Coordination with Crisis Intervention Services (Capital Area)

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TCM, ACT, and FBMHS are required to offer 24/7 access to persons served in their programs. It is the expectation of PerformCare and the County MH/EI Programs that all such providers will coordinate with the Crisis Intervention Services (CIS) provider(s) to assure CIS providers are aware of persons served in these programs. This requires a letter of understanding which includes how the CIS provider's on call system works.

Please be certain that the County CIS provider(s) is aware of Members who are active in a TCM, ACT and / or FBMH program. This coordination will assure that if a Member involved in TCM, CTT or FBMHS contacts CIS, CIS can contact the Providers on-call system to assist with the situation. This includes circumstances where a county based provider is serving a member from another county. In that case, the TCM / ACT / FBMH provider will alert the Member's home county's CIS provider that the Member is in care.

Thank you for your attention to this very important matter. Please feel free to contact your Provider Relations Representative with any additional questions or concerns.