

Updated Only for Logo and Branding

Provider Notice Policy Clarification

To: PerformCare Crisis Intervention Network
From: Scott Daubert, VP Operations
Date: April 1, 2013
Subject: PC-02 Mobile Crisis Intervention

Claims Payment and Clinical Policy Clarification

Question/Issue:

When a crisis intervention service provider whose office is in a hospital but adjacent to the emergency room walks down the hall and into the ER to provide services, are the services billable and if so, how are they billed?

Source Documentation / References:

Mental Health Bulletin OMH-92-16, Mental Health Crisis Intervention Services: Implementation
Mental Health Bulletin OMH-93-10, Mental Health Crisis Intervention Services Guidelines
OMHSAS HealthChoices Behavioral Health Policy Clarification #05-09
HealthChoices Behavioral Health Program Standards, Appendix BB

PerformCare Answer/Response:

PerformCare does not consider it mobile crisis intervention if a crisis provider who is located on a hospital campus walks to the emergency room to attend to the needs of a Member in crisis. However, it is permitted to bill PerformCare as a walk-in crisis intervention contact in this situation.

Mental Health Crisis Intervention Services are licensed by the Office of Mental Health and Substance Abuse Services by components, consisting of telephone, walk in, mobile, medical mobile team, and residential. These services are distinguished from emergency psychiatric or medical services provided by a hospital emergency room. Emergency services of this kind are not reimbursable as crisis intervention services.

Guidelines for Crisis Intervention Services in hospitals are further clarified by OMHSAS to indicate that providers may locate walk in services in a hospital when clearly defined as separate from the emergency room or other hospital operations and that services may be provided by independent crisis providers who are called to provide crisis services to an emergency room patient or

consumer who is in the emergency room location.

Appendix BB waives OMH-99-10, Issue 9 which states that if a provider is a hospital they may not bill for crisis services provided in the emergency room. Therefore, PerformCare permits a Crisis Intervention provider, licensed to perform walk in crisis to walk to the emergency room to address the Member in crisis and bill as a walk in contact. Crisis Intervention providers who are performing mobile crisis intervention services should be going off the hospital campus and out into the community to meet the Member where they are in crisis in order to address their needs.