Section 3.25 - Behavioral Health Crisis Intervention Services

3.25.1 Introduction

Crisis intervention services are provided to a person for the purpose of stabilizing or preventing a sudden, unanticipated, or potentially dangerous behavioral health condition, episode or behavior. Crisis intervention services are provided in a variety of settings, such as hospital emergency departments, face-to-face at a person’s home, over the telephone or in the community. These intensive and time limited services may include screening, (e.g., triage and arranging for the provision of additional crisis services) assessing, evaluating or counseling to stabilize the situation, medication stabilization and monitoring, observation and/or follow-up to ensure stabilization, and/or other therapeutic and supportive services to prevent, reduce or eliminate a crisis situation.

At the time behavioral health crisis intervention services are provided, a person’s enrollment or eligibility status may not be known. However, crisis intervention services must be provided, regardless of enrollment or eligibility status.

3.25.2 Scope

This applies to any person presenting with a behavioral health crisis in the community, regardless of Medicaid eligibility or enrollment status.

- ADHS/DBHS has developed billing guidelines for crisis services (see PM Attachment 6.0.2, Billing Instructions Used to Identify Crisis). Guidelines for submitting claims for services, in general, are described in PM Attachment 6.0.1 Where Do I Submit My Claim?
- Collaboration agreements between Mercy Maricopa and local law enforcement/first responders address continuity of behavioral health services during a crisis, jail diversion and safety, and strengthening relationships between first responders and behavioral health providers.

3.25.3 Definitions

Definitions for terms are located online at http://www.azdhs.gov/bhs/definitions/index.php. The following terms are referenced in this section:
3.25.4 Objectives
To ensure that crisis services are readily available to individuals experiencing a behavioral health crisis.

3.25.5 Procedures
3.25.5-A. General Requirements
To meet the needs of individuals in communities throughout Arizona, Mercy Maricopa will ensure that the following crisis services are available:

- Telephone crisis intervention and NurseLine services, including a toll-free number, available 24 hours per day, seven days a week (602) 222-9444; toll free (800) 631-1314; or TTY/TTD toll free (800) 327-9254.
- Answer calls within three (3) telephone rings, with a call abandonment rate of less than three (3)%.
- Offer interpretation or language translation services to persons who do not speak or understand English and for the deaf and hard of hearing.
- Mobile crisis intervention services, available 24 hours per day, seven days a week;
- Mobile crisis teams will respond within one (1) to two and one-half (2-1/2) hours to a psychiatric crisis in the community.
  - If one person responds, this person shall be a Behavioral Health Professional or a Behavioral Health Technician.
  - If a two-person team responds, one person may be a Behavioral Health Paraprofessional, including a peer or family member, provided he/she has supervision and training as currently required for all mobile team members.
- 23-hour crisis observation/stabilization services, including detoxification services
- Work collaboratively with local emergency departments and first responders

Psychiatric and Substance Use Emergencies for Child and Adolescent
St. Luke’s Behavioral Health Center (child and adolescent services only)
1800 E. Van Buren St.
Phoenix, AZ 85006
Phone: (602) 251-8535
Psychiatric Emergencies for Adults
Connections AZ Urgent Psychiatric Care Center (UPC)
903 N. 2nd St.
Phoenix, AZ 85004
Phone: (602) 416-7600

Recovery Response Center (formerly Recovery Innovations Psychiatric Recovery Center (META) West (PRC-West))
11361 N 99th Ave., Ste. 402
Peoria, AZ 85345
Phone: (602) 650-1212, then press 2

Substance Use Emergencies for Adults
Community Bridges Central City Addiction Recovery Center (CCARC)
2770 E. Van Buren St.
Phoenix, AZ 85008
Phone: (877) 931-9142

Community Bridges East Valley Addiction Recovery Center (EVARC)
506 S. Bellview
Mesa, AZ 85204
Phone: (877) 931-9142

Up to 72 hours of additional crisis stabilization as funding is available for mental health and substance abuse related services at an inpatient psychiatric acute or sub-acute facility.

3.25.5-B. Management of Crisis Services
While Mercy Maricopa must provide a standard set of crisis services to ensure the availability of these services throughout the state, Mercy Maricopa will also be able to meet the specific needs of communities located within their service area. Mercy Maricopa will utilize the following in managing crisis services:

- Allocate and manage funding to maintain the availability of required crisis services for the entire fiscal year;
- Work collaboratively with local hospital-based emergency departments to determine whether a Mercy Maricopa-funded crisis provider should be deployed to such locations for crisis intervention services;
- Work collaboratively with local inpatient hospitals to determine whether and for how many hours such locations are used for crisis observation/stabilization services; and
- When Non-Title XIX/XXI eligible individuals are receiving crisis services and require medication, Mercy Maricopa will use the generic medication formulary identified in the Non-Title XIX SMI benefit (see Section 3.16 Behavioral Health Drug List).
Whenever possible, Crisis Services are to be delivered within the community at the least restrictive level of care available. Additionally, stabilization will occur as quickly as possible to assist the individual to return to their pre-crisis level functioning by providing solution-focused and recovery-oriented interventions to reduce hospitalizations, incarceration and higher level placements.

3.25.6 References
The following citations can serve as additional resources for this content area:
ADHS/RBHA Contracts
ADHS/TRBHA IGAs
Section 3.16, Medication Formularies
ADHS/DBHS Covered Behavioral Health Services Guide