



## **Provider Memorandum**

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### **November 2020**

Effective **December 1, 2020**, Molina Healthcare of New York, Inc. will pay for Crisis Residence services for our Medicaid Managed Care Members. These are overnight services that treat children and adults who are having an emotional crisis. These services include:

#### **Overview:**

The Mobile Crisis component of the Crisis Intervention Benefit includes the following services and corresponding activities. Each service is eligible for reimbursement separately when delivered in accordance with this guidance:

- Telephonic triage and crisis response;
- Mobile crisis response;
- Telephonic crisis follow-up; and
- Mobile crisis follow-up.

#### **Goal:**

The goals of these services are engagement, symptom reduction, and stabilization. These services can be provided to an adult or child who appears to be experiencing, or is at imminent risk of experiencing, a behavioral health (psychiatric and/or substance use) crisis. These services are designed to interrupt and/or ameliorate a crisis by:

- Providing services in the community where the individual is experiencing a crisis;
- Assessing the immediate crisis and facilitating resolution and de-escalation;
- Assisting the individual to use community and family/support systems with the intent of preventing the reoccurrence of similar events in the future;
- Engaging the individual to identify follow-up services and assist the individual to access these services that are necessary to manage and/or prevent further behavioral health crisis experiences; and
- Engaging with the individuals' caretaker and /or family members when appropriate



**Residential Crisis Support**

This is a program for people who are age 18 or older with symptoms of emotional distress. These symptoms cannot be managed at home or in the community without help.

**Intensive Crisis Residence**

This is a treatment program for people who are age 18 or older who are having severe emotional distress.

**Children’s Crisis Residence**

This is a support and treatment program for people under age 21. These services help people cope with an emotional crisis and return to their home and community.

The Crisis information can be found on the NYS OMH website:

<https://omh.ny.gov/omhweb/bho/crisis-intervention.html>

Please reach out to our Provider Relations Team at (877) 872-4716 or [MHNYproviderservices@molinahealthcare.com](mailto:MHNYproviderservices@molinahealthcare.com) with any questions or concerns. You can also refer to the Mobile Crisis Rate information that is on our provider public website.

Sincerely,

**Lisa Siragusa**

*Associate Vice President – Provider Network Operations & Contracting  
Molina Healthcare of New York, Inc.*