

Mobile Crisis and Crisis Residence Services: Important Updates and FAQs

New York State received federal approval to consolidate and align its Mobile Crisis and Crisis Residence services effective **March 1, 2024**. Healthfirst will now be required to pay state-mandated rates for adult Mobile Crisis and Crisis Residence services with a retroactive effective date of **April 1, 2022**.

Each section below contains answers to questions providers might have:

- [Information on Mobile Crisis and Crisis Residence Services](#)
- [Billing for Mobile Crisis and Crisis Residence Services](#)
- [Additional Information and Support](#)

Frequently Asked Questions

Information on Mobile Crisis and Crisis Residence Services

1. Which Mobile Crisis services will be consolidated for adults and children?

- Telephonic Crisis Triage and Response
- Mobile Crisis Response
- Telephonic Crisis Follow-Up
- Mobile Crisis Follow-Up

2. Which Crisis Residence program services will be consolidated for adults and children?

- Children's Crisis Residence
- Residential Crisis Support
- Intensive Crisis Residence

3. When do these changes begin?

These Crisis Intervention State Plan Amendment (SPA) changes will start **March 1, 2024**.

4. What is the age limit for Crisis Residence and Residential Crisis Support programs?

Intensive Crisis Residence and Residential Crisis Support programs serve all individuals 18 and older.

5. Are Comprehensive Psychiatric Emergency Program (CPEP) providers allowed to provide Mobile Crisis services?

As of **June 29, 2023**, Comprehensive Psychiatric Emergency Program (CPEP) providers are approved to provide and be reimbursed for all Mobile Crisis services (Telephonic Crisis Triage and Response, Telephonic Crisis Follow-Up services, Mobile Crisis Response, and Mobile Crisis Follow-Up services) for adults and children. As result, the CPEP rate code (4009) for Crisis Outreach Service Visit is being retired effective **July 1, 2024**. CPEPs will be allowed to bill utilizing the mobile crisis rate codes for both adults and children as specified above.

Frequently Asked Questions

Billing for Mobile Crisis and Crisis Residence Services

1. When do billing changes become effective?

Mobile Crisis and Crisis Residence Service billing changes go into effect **March 1, 2024**.

2. What are the billing changes for Mobile Crisis services?

Starting **March 1, 2024**, providers delivering adult and children's Mobile Crisis services will bill using the same rate codes (4609–4624), associated procedure codes, and modifier combinations, which were previously used only for the adult 1115 Waiver Crisis Intervention Mobile Crisis services.

The children's Crisis Intervention Mobile Crisis rate codes (7906–7910; 7936–7942) will be discontinued in Medicaid FFS and Managed Care on **May 1, 2024**.

3. What are the billing changes for Crisis Residence program services?

Crisis Residence rate codes (4625–4627) and their associated procedure codes and modifier combinations will be used for both adults and children effective **March 1, 2024**.

Crisis Residence rate codes (7943–7945) and their associated procedure codes and modifier combinations will be discontinued in Medicaid FFS and Managed Care on **May 1, 2024**.

4. How will the rate adjustment affect my paid claims?

Claims will be adjusted to pay at the newly effective rates for dates of service retroactive to **April 1, 2022**.

As Medicaid Advantage Plus (MAP) plans began covering behavioral health services on **January 1, 2023**, any updates related to the Crisis Intervention SPA are only retroactive to the MAP Plan behavioral health carve-in date of **January 1, 2023**.

5. Will participating and non-participating providers be paid at the same rate?

Participating and non-participating providers will be reimbursed at the same rates for Crisis Residence and Mobile Crisis services.

Frequently Asked Questions

6. How should Comprehensive Psychiatric Emergency Program (CPEP) providers bill for Mobile Crisis services?

The Comprehensive Psychiatric Emergency Program (CPEP) rate code (4009) for Crisis Outreach Service Visit is being retired effective **July 1, 2024**. In accordance with the approved SPA, CPEPs will be allowed to bill utilizing the mobile crisis rate codes for both adults and children as specified above.

Frequently Asked Questions

Additional Information and Support

1. Where can I find Crisis and Crisis Residence service updates?

For updates on Crisis and Crisis Residence services, visit the Behavioral Health and Foster Care section at [HFProviders.org](https://www.healthfirst.org/HFProviders.org). You can also access the Provider Alert on this topic.

2. Where can I find additional information on Crisis and Crisis Residence services?

For more information, refer to the Office of Mental Health (OMH) website.

3. What if I don't have a Healthfirst Provider Portal account?

To set up your Healthfirst Provider Portal account, contact your Network Account Manager.

4. Whom can I contact if I have more questions?

Please reach out to the dedicated Behavioral Health Account Manager in your area:

Territory: Nassau, Suffolk

Jessy Amores-Clemente
Behavioral Health Account Manager
1-347-602-3766

yamores@healthfirst.org

Territory: Queens

Yaruq Hassan
Behavioral Account Manager
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Territory: Bronx, Westchester

Ashley Sotomayor
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Territory: Brooklyn, Staten Island

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