

## Mobile Crisis and Crisis Residence Service Changes

To improve access to crisis care, New York State received federal approval to consolidate and align its Mobile Crisis and Crisis Residence services. These Crisis Intervention State Plan Amendment (SPA) changes will start **March 1, 2024**.

In addition, 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**.

The Crisis Intervention SPA:

- Consolidates and authorizes a standard set of Mobile Crisis services for children and adults, including:
  - Telephonic Crisis Triage and Response
  - Mobile Crisis Response
  - Telephonic Crisis Follow-Up
  - Mobile Crisis Follow-Up
  - Consolidates and authorizes a standard
- Consolidates and authorizes a standard set of service components for the three types of licensed Crisis Residence programs for children and adults, including:
  - Children's Crisis Residence
  - Residential Crisis Support
  - Intensive Crisis Residence
- Aligns federal authority for Intensive Crisis Residence and Residential Crisis Support programs serving all individuals 18 and older.

## Reimbursement Policy Changes:

### Rate Codes

- Effective **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 only used 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 Medicaid on **May 1, 2024**.
- 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 Medicaid on **May 1, 2024**.

### Rate Requirements

- Claims will be adjusted to pay at the newly effective rates for dates of service beginning **April 1, 2022**.
- As Medicaid Advantage Plus (MAP) plans began covering behavioral health services on **Jan. 1, 2023**, any updates related to the Crisis Intervention SPA are only retroactive back to the MAP plan behavioral health carve-in date of **Jan. 1, 2023**.
- Participating and non-participating providers will be reimbursed at the same rates for Crisis Residence and 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 under the newly approved Crisis Intervention State Plan Amendment (SPA). As a result, rate code 4009 for Crisis Outreach Service Visit will retire effective **July 1, 2024**. CPEP providers should bill using the Mobile Crisis rate codes for both adults and children as specified above.

# Provider Alert

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## Helpful Resources

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

If you have any questions, please contact your Network Account Manager, or call Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

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