

LAKESHORE REGIONAL ENTITY SERVICE DESCRIPTION
Crisis Intervention Services

This service must be provided consistent with requirements outlined in the MDHHS Medicaid Provider Manual as updated. The manual is available at:

<http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>

1. Description of Service

- a. Crisis Intervention Services are unscheduled activities conducted for the purpose of resolving a crisis situation requiring immediate attention. Activities include crisis response, crisis line, assessment, referral, and direct therapy.
- b. The standard for determining whether a crisis exists is that a “prudent layperson” would be able to determine from the Individual’s symptoms that crisis services are necessary. Crisis situation means a situation in which an Individual is experiencing a serious mental illness or a developmental disability, or a child is experiencing a serious emotional disturbance, and one of the following applies:
 - i. The Individual can reasonably be expected within the near future to physically injure himself, or another Individual, either intentionally or unintentionally.
 - ii. The Individual is unable to provide himself food, clothing, or shelter, or to attend to basic physical activities such as eating, toileting, bathing, grooming, dressing, or ambulating, and this inability may lead in the near future to harm to the Individual or to another person.
 - iii. The Individual’s judgment is so impaired that he is unable to understand the need for treatment and, in the opinion of the mental health professional, his continued behavior as a result of the mental illness, developmental disability, or emotional disturbance can reasonably be expected in the near future to result in physical harm to the Individual or to another person.
 - iv. If the Individual developed a crisis plan, the plan is followed with permission from the Individual.

2. Practice Principles

- a. Prior authorization is not required for crisis intervention services.
- b. Provider must ensure the availability of sufficient qualified staff capable of providing the services throughout the period of this contract.
- c. Providers are encouraged to offer evidence-based and promising practices as part of the Medicaid covered specialty services where applicable. Providers shall assure that these practices are provided by staff that have been appropriately trained in the model(s) and are provided to the population for which the model was intended.
- d. Providers will comply with the principles of person-centered planning as outlined in the MDHHS BHDDA Person-Centered Planning Policy.
- e. MDHHS encourages the use of natural supports to assist in meeting an Individual's needs to the extent that the family or friends who provide the natural supports are willing and able to provide this assistance. The use of natural supports must be documented in the Individual's individual plan of service (IPOS).

3. Credentialing Requirements *Refer to current Medicaid Provider Manual for updated requirements*

- a. Provider will assure that licensed professional staff are licensed and/or registered in the State of Michigan to provide services at the level authorized by the Payor. Licensed professionals shall act within the scope of practice defined by their license.
- b. Provider shall assure that all staff providing services are qualified and trained to provide services at the level authorized by the Payor.
- c. Provider shall ensure that all vehicles used for transporting the Individual(s) under this agreement are in safe operating condition and contain first aid equipment.

- d. Provider shall permit only responsible staff with an appropriate valid driver's license and insurance, as required by State law, to operate motor vehicles while transporting Individual(s) as evidenced by annual driving record and insurance checks.
- e. Provider shall maintain a copy of training records for each staff person for review if requested by the Payor, the LRE, or an external review team.
- f. Providers of services must:
 - i. Be at least 18 years of age.
 - ii. Be able to prevent transmission of any communicable disease from self to others in the environment where they are providing supports.
 - iii. Be able to communicate expressively and receptively in order to follow individual plan requirements and Individual-specific emergency procedures, and report on activities performed. Understanding and skill must be documented.
 - iv. Be in good standing with the law as outlined in the MDHHS/PIHP contract.

4. Service Requirements

- a. Crisis Intervention Counseling
 - i. Provider will provide crisis intervention counseling services to consumers or prospective consumers of CMHSP, according to a schedule agreed upon by both parties. Provider is responsible for ensuring the availability of sufficient qualified staff capable of providing the services throughout the period of this contract.
 - ii. Provider reserves the right to trace any call, contact dispatch and consult with emergency services, without prior consent of CMHSP staff. Priority in emergency situations will be given to consumer safety. CMHSP staff will be contacted as soon as consumer safety is assured.
 - iii. CMHSP shall provide to Provider, current policies, procedures and guidelines as necessary to render services described in this contract.
 - iv. CMHSP shall provide to Provider any information regarding individual consumers that CMHSP deems necessary to assure consistent treatment and consumer safety.
 - v. CMHSP will ensure access to its counseling staff, and will provide and keep current a staff list complete with contact numbers for its counseling staff during the term of this contract. CMHSP will provide procedures for contacting its counseling staff.
 - vi. CMHSP is responsible for the retrieval of any messages or counseling reports relayed to its office by Provider.
 - vii. Provider will furnish a direct inward dial telephone number, dedicated solely to CMHSP, which CMHSP or its agents may use to direct any calls to Provider. Provider will provide services to the speech and hearing impaired as well as non-English speaking Individuals.
 - viii. Provider shall ensure language interpretation, translation services, and hearing interpreter services are provided as needed, and at no cost to the Individual. Providers shall be responsive to the particular needs of Individuals with sensory or mobility impairments, and provide necessary accommodations.
 - ix. Provider shall complete service documentation and records that meet the PIHP/CMHSP's requirements for reimbursement. Provider's services and documentation/records shall comply with the standards of the PIHP, CMHSP, accreditation bodies, MDHHS, any applicable licensing Department or Agency of the State of Michigan, Medicaid and Medicare regulations and/or any third-party payers.
 - x. The Individual's record must contain sufficient information to document the provision of services, including the nature of the service, the date, and the location of contacts, including whether the contacts were face-to-face. The frequency and scope of contacts must take into consideration the health and safety needs of the Individual.

5. Training Requirements

- a. See Attachment I: Training Requirements for specific training requirements and frequency of trainings.
- b. Provider will ensure and document that each staff is trained on the Individual's IPOS and ancillary plans, prior to delivery of service.

6. Eligibility Criteria/Access Requirements/Authorization Procedures

- a. Individuals presenting for mental health services will be engaged in a person-centered planning process through which diagnostic information and service eligibility will be determined. Eligibility tools may be used in conjunction with the person-centered planning process to determine and document medical/clinical necessity for the requested service.
- b. Waiver eligibility requires verification of no change in waiver status.
- c. The [Lakeshore Regional Entity Guide to Services](#) provides a summary of service eligibility, access to services, and service authorization. Additional information related to policies, procedures and Provider Manuals may be found by accessing the specific CMHSP websites.