

590 BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

EFFECTIVE DATE: December 7, 2022

REFERENCES: AHCCCS Contract; AHCCCS Medical Policy Manual 590

PURPOSE

This policy describes the requirements related to the behavioral health Crisis system for Arizona Long Term Care System (ALTCS) eligible members. It applies to the Division of Developmental Disabilities' Administrative Services Subcontractors (AdSS).

DEFINITIONS

1. "Crisis" means an acute, unanticipated, or potentially dangerous behavioral health condition, episode, or behavior. A Crisis is self-defined and determined by the individual experiencing the situation. An individual is in Crisis if the individual finds they lack the skills or are unable to cope with a situation or event that is impacting them.
2. "Crisis Services" means services that are community based, recovery-oriented, and member-focused that shall work to

stabilize members as quickly as possible so as to assist them in returning to their baseline of functioning.

POLICY

- A.** The AdSS shall coordinate and cover medically necessary services and care provided to members after the initial 24 hours of a Crisis episode or discharge from a Crisis stabilization setting, whichever occurs first.
- B.** The AdSS shall cover all emergency transportation and non-emergent transportation from Crisis receiving facilities.
- C.** The AdSS shall publicize Crisis Services, including the statewide Crisis phone number, prominently on their websites, in their resource directories, and on relevant member and community materials as specified in AHCCCS Contractor Operations Manual (ACOM) Policies 404, 406, and 433.
- D.** The AdSS shall ensure the behavioral health provider coordinates post-Crisis care and service delivery when an enrolled member engages in Crisis Services.
- E.** The AdSS shall ensure care coordination occurs between:
 - 1. The member's health plan;

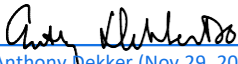
2. Behavioral health provider;
3. The Division;
4. Crisis providers; and,
5. Tribal Regional Behavioral Health Authority (TRBHA) serving the member, if applicable.

F. The AdSS shall develop policies establishing post-Crisis care coordination expectations that provide the following:

1. Transfer of medical records of services received during a Crisis episode, including prescriptions.
2. Tracking of admission, discharge, and re-admissions, including admission setting.
3. Requirements for follow-up directly with the individual, within 72 hours, when discharged from a Crisis setting.
4. Engagement of peer and family support services when responding to post-Crisis situations.
5. The provision of ongoing care is done in an expedient manner in accordance with ACOM Policy 417.

- G.** The AdSS shall regularly evaluate post-Crisis care coordination activities and work to improve internal and external collaboration efforts. Care coordination activities shall include use of Health Information Technology, as available, to improve member outcomes.

Signature of Chief Medical Officer:


[Anthony Dekker \(Nov 29, 2022 09:23 MST\)](#)
Anthony Dekker, D.O.