



AETNA BETTER HEALTH®
d/b/a Aetna Better Health of Louisiana
Policy Amendment

Policy Name: Supporting Members in Crisis	Page: 1 of 6
Department: Medical Management	Policy Number: 7000.50
Subsection:	Effective Date: 02/01/2015
Applies to: ■ Medicaid Health Plans	

PURPOSE:

Aetna Better Health has adopted Supporting Members in Crisis AMA 7000.50. There are requirements for Aetna Better Health that deviate from those detailed in the Supporting Members in Crisis AMA 7000.50 Policy.

This amendment will be used in conjunction with the 7000.50 corporate policy to comply with the Aetna Better Health Medicaid regulatory and legislative requirements.

DEFINITIONS: will be amended so that, in addition to existing provisions:

Aetna Medicaid Administrators LLC (AMA)	A subsidiary of CVS Health Corporation, AMA is the company's national Medicaid subsidiary that provides plan management and other administrative services for the Medicaid programs nationally.
Crisis Mitigation Services	A provider's assistance to Enrollees during a crisis that provides twenty-four (24)-hour on call telephone assistance to prevent relapse or harm to self or others, to provide referral to other services, and to provide support during related crises. Referral to 911 or a hospital's emergency department alone does not constitute Crisis Mitigation Services. ¹
Louisiana Crisis Hub (LCH)	<u>A statewide crisis line that acts as the primary access point for Louisiana Crisis Response System services through a process of triage, referral and dispatch. The crisis line, which is 855-242-2735, is available twenty-four (24) hours a day, seven (7) days a week, collaborates with managed cared organizations (MCOs) and crisis providers to track data and ensure coordination of supports².</u>
Recognized Peer Support Specialist (RPSS)	Refers to individuals with personal lived experience with recovery from behavioral health conditions who meet criteria outlined by OBH. This includes, but is not limited to, successfully completing an LDH/OBH approved training for RPSS, receiving documented clinical supervision in core competencies from an approved

¹ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Part 1: Glossary and Acronyms

² 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Part 1: Glossary and Acronyms



AETNA BETTER HEALTH®
d/b/a Aetna Better Health of Louisiana
Policy Amendment

Policy Name: Supporting Members in Crisis	Page: 2 of 6
Department: Medical Management	Policy Number: 7000.50
Subsection:	Effective Date: 02/01/2015
Applies to: ■ Medicaid Health Plans	

	supervisor, and being included on the LDH/OBH roster of Recognized Peer Support Specialists ³ .
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LEGAL/CONTRACT REFERENCE:

- 2023 Louisiana Medicaid Managed Care Organization Statement of Work

FOCUS/ DISPOSITION: Responsibilities will be added so that, in addition to existing provisions:

- Aetna Better Health has developed and maintains crisis intervention and stabilization services to better manage behavioral health (BH) issues in the community.
 - This includes using standardized processes for the referral to crisis response services developed through the Louisiana Crisis Response System.⁴
- Aetna Better Health maintains an active role in managing the process to ensure resolution of behavioral health crises in the community and referral to and assistance with placement in BH services required by individuals in need.
- In any instance when the member presents to the network provider, including calling Aetna Better Health’s toll-free number listed on the Member’s ID card, and a member is in need of emergency behavioral health services, Aetna Better Health instructs the member to seek help from the nearest emergency medical provider.
- Aetna Better Health initiates follow-up with the member within forty-eight (48) hours for follow-up to establish that appropriate services were accessed⁵.

FOCUS/ DISPOSITION: Crisis Response Network and Services will be added so that, in addition to existing provisions:

- Aetna Better Health maintains a fully operational network of BH crisis response providers offering a complete array of crisis **services operating in compliance with state-established licensing and service standards outlined within the Behavioral Health Services Provider Manual.** Crisis response services include twenty-four (24)-hour access to crisis intervention services including:
 - Crisis stabilization for children and adults,
 - Mobile crisis response teams,

³ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Part 1: Glossary and Acronyms

⁴ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.9

⁵ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.8.2.4



AETNA BETTER HEALTH®
d/b/a Aetna Better Health of Louisiana
Policy Amendment

Policy Name: Supporting Members in Crisis	Page: 3 of 6
Department: Medical Management	Policy Number: 7000.50
Subsection:	Effective Date: 02/01/2015
Applies to: ■ Medicaid Health Plans	

- Community brief crisis support, and
- Behavioral health crisis care⁶
- Louisiana crisis services are delivered in the least restrictive setting, using approaches that minimize the use of coercive or punitive interventions and allowing members to receive crisis services in the community rather than in Emergency Departments when there are no medical or other contraindications to doing so⁷.
- Aetna Better Health will work with the Louisiana Department of Health (LDH) and other entities to develop a robust continuum of BH crisis responses that includes services ranging across the crisis continuum including:
 - Crisis prevention and crisis planning by outpatient treatment providers
 - Early crisis intervention by outpatient treatment Providers
 - Acute crisis intervention
 - Crisis treatment (including alternatives to inpatient treatment)
 - Post-crisis supports and strategies to prevent need for extended inpatient or admission to other congregate living.⁸

FOCUS/ DISPOSITION: Coordination and Collaboration with Community Resources will be added so that, in addition to existing provisions:

- Aetna Better Health coordinates with community resources to expand the crisis response beyond that of the market's covered benefits.
- The community-based crisis response system may include:
 - Collaboration with law enforcement,
 - Partnerships with emergency departments and community BH providers,
 - Communication with dispatch call centers **(including 911 and the LCH)**,
 - Collaboration with emergency management service organizations and personnel,
 - Development and use of other innovative approaches to crisis services.
- Aetna Better Health is familiar with, maintains relationships with, and functions within the local crisis collaborative and statewide crisis systems to facilitate crisis resolution.

⁶ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.9

⁷ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.9

⁸ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Sections 2.9.25.13- 2.9.25.13.5



AETNA BETTER HEALTH®
d/b/a Aetna Better Health of Louisiana
Policy Amendment

Policy Name: Supporting Members in Crisis	Page: 4 of 6
Department: Medical Management	Policy Number: 7000.50
Subsection:	Effective Date: 02/01/2015
Applies to: ■ Medicaid Health Plans	

- Regional crisis community collaborations consist of an array of public and private partners such as law enforcement, emergency department directors, psychiatric acute unit directors, coroners, BH advocates, and peer supports.⁹
- Aetna Better Health facilitates or participates in state/local crisis system of care collaboratives, workgroups, and community BH stakeholder meetings, focusing on:
 - Care coordination
 - Review of performance data
 - Assessment and remediation of gaps and needs
 - Other crisis system improvement strategies.¹⁰
- Aetna Better Health works with LDH on strategies to reduce the need for crisis services delivered in Emergency Departments and in the involvement of law enforcement in crisis response when it can be safely avoided, including use of law enforcement for transportation¹¹.
- **Aetna Better Health will complete all necessary agreements with the LCH needed in order to ensure collaboration in congruence with the DOJ Compliance Guide. This includes but is not limited to Data Sharing and Master User Agreements as well as Memoranda of Understanding¹².**
- **Aetna Better Health will work with crisis service providers and the LCH to schedule outpatient follow-up appointments via a warm handoff to support connection to ongoing care following a crisis episode¹³.**

FOCUS/ DISPOSITION: Crisis Calls Received at Aetna Better Health, Responding to Members with Specialized Behavioral Health Needs will be amended so that, in addition to existing provisions:

- **Aetna Better Health assists callers contacting either the Enrollee Call Center or the Nurse Triage/Advise line who may be in behavioral health crisis that are voluntarily seeking access to care by effectuating an immediate transfer to the LCH via a “warm transfer”¹⁴.**
- Aetna Better Health **collaborates with the Louisiana Crisis Hub (LCH) and crisis**

⁹ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.10

¹⁰ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.14

¹¹ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.11

¹² 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.22

¹³ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.23

¹⁴ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.13.10.11



AETNA BETTER HEALTH®
d/b/a Aetna Better Health of Louisiana
Policy Amendment

Policy Name: Supporting Members in Crisis	Page: 5 of 6
Department: Medical Management	Policy Number: 7000.50
Subsection:	Effective Date: 02/01/2015
Applies to: ■ Medicaid Health Plans	

providers in conformance with service standards outlined within the Louisiana Crisis Response System Companion Guide. Aetna Better Health tracks and documents BH crisis contacts from members in conjunction with the LCH.

- To facilitate timely and appropriate follow up, this information is shared as soon as possible and no later than the next Business Day with the
 - Aetna Better Health case manager,
 - Community case management Provider,
 - Assertive Community Treatment (ACT) Team if appropriate or other BH Provider.
- Aetna Better Health performs timely authorization, if required, for crisis services in order to minimize wait time before those services can commence and to assure the efficient operation of the crisis system of care¹⁵.

FOCUS/ DISPOSITION: Staff Training and Education will be added so that, in addition to existing provisions:

- Aetna Better Health staff who have direct member contact or who interface with the public are trained on and have resources supporting the continuum of community resources for BH crisis services, including
 - Use of crisis lines
 - Appropriate crisis services available within each region
 - Process for linking members to the appropriate crisis services as needed¹⁶.

FOCUS/ DISPOSITION: Member Notification and Education will be added so that, in addition to existing provisions:

- Members will be informed of and educated on crisis response services by Aetna Better Health staff. The education includes the availability of crisis services and the statewide phone number for accessing the services.¹⁷

This amendment will remain in effect until Aetna Better Health notifies Aetna Medicaid Policy

¹⁵ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Sections 2.9.25.17

¹⁶ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Sections 2.9.25.15

¹⁷ 2023 Louisiana Medicaid Managed Care Organization Statement of Work, Section 2.9.25.12



AETNA BETTER HEALTH®
d/b/a Aetna Better Health of Louisiana
Policy Amendment

Policy Name:	Supporting Members in Crisis	Page:	6 of 6
Department:	Medical Management	Policy Number:	7000.50
Subsection:		Effective Date:	02/01/2015
Applies to:	■ Medicaid Health Plans		

Committee that it has been retired.

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