

## **POLICY AND PROCEDURE**

<b>DEPARTMENT:</b> Medical Management	<b>DOCUMENT NAME:</b> <b>Mental Health Rehab Medical Necessity Criteria (MNC) Policy for Crisis Intervention (CI)</b>
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<b>APPROVED DATE:</b>	<b>RETIRED:</b>
<b>EFFECTIVE DATE:</b>	<b>REVIEWED/REVISED:</b> 7/20
<b>PRODUCT TYPE:</b> Medicaid	<b>REFERENCE NUMBER:</b>

**SCOPE:** Louisiana Healthcare Connections (Plan) Behavioral Health Outpatient Utilization Management Department

**PURPOSE:** To establish the process and mechanism for determining authorization requests for Crisis Intervention (CI) services for Louisiana Healthcare Connections members.

**POLICY:** Louisiana Healthcare Connections will determine if services are medically necessary based upon the preliminary assessment of risk, mental status and medical stability and the need for further evaluation or other mental health services as well as supplemental information provided by the treating practitioner.

Crisis intervention services are provided to a person who is experiencing a psychiatric crisis and are designed to interrupt and/or ameliorate a crisis experience, through a preliminary assessment, immediate crisis resolution and de-escalation and referral and linkage to appropriate community services to avoid more restrictive levels of treatment. The goals of CIs are symptom reduction, stabilization and restoration to a previous level of functioning.

### **PROCEDURE:**

#### **I. CI Service Utilization**

##### **A. CI-Emergent**

- 1) Allowed without the requirement of a prior authorization in order to address the emergent issues in a timely manner.
- 2) If Crisis continues as a CI-Emergent episode after one day, additional units may be requested with prior authorization<sup>[KF1]</sup>.

##### **B. CI-Ongoing**

- 1) Prior authorization is required for CI-Ongoing.
- 2) Authorized until the current crisis is resolved<sup>[KF2]</sup> or the member has been accepted into a level of care appropriate to address presenting symptoms and behaviors.
- 3) The member's treatment record must reflect resolution of the crisis, or the member's transition into appropriate level of care that will address presenting symptoms and behaviors. This will mark the end of the current crisis episode. <sup>[KF3]</sup>

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### II. Service Criteria

A. A member in crisis may be represented by a family member or other collateral contact that has knowledge of the member's capabilities and functioning. The member's family representative or other collateral contact may initiate the CI in the interest of the member's safety. [KF4]

- Members in crisis who require CI may be using substances during the crisis, and this will not in and of itself, disqualify them for eligibility for the services.

B. The crisis plan developed by the non-licensed professional, in collaboration with the treatment team and Licensed Mental Health Professional (LMHP), must be provided under the supervision of an LMHP with experience regarding this specialized mental health service. The LMHP must be available at all times to provide back up, support and/or consultation from assessment of risk and through all services delivered during a crisis.

#### Medical Necessity Criteria

All mental health rehabilitation services must be medically necessary and are subject to prior authorization, except CI Emergent services. [KF5] The medical necessity for these rehabilitative services must be determined by, and recommended by, an LMHP or physician to promote the maximum reduction of symptoms and/or restoration of an individual to his/her best age-appropriate functional level.

The specific requirements for severity of need and intensity and quality of service must be met to satisfy the criteria for admission.

### I. Eligibility Criteria

Criteria A and B must be met:

A. All individuals who self-identify as experiencing a seriously acute psychological/emotional change, which results in a marked increase in personal distress and which exceeds the abilities and the resources of those involved to effectively resolve it.

B. Must have a primary psychiatric DSM-5 diagnosis

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### **II. Admission – Intensity and Quality of Service**

**Criteria A, B, and C must be met**

- A. A preliminary assessment of risk, mental status and medical stability and the need for further evaluation or other mental health services includes but is not limited to the following:**
  - 1) Contact with the member, family members, Wraparound Agency, or other collateral sources (i.e. caregiver, school personnel) with pertinent information for the purpose of a preliminary assessment and/or**
  - 2) Substance use should be recognized and addressed in an integrated fashion, as it may add to the risk, increasing the need for engagement in care and/or**
  - 3) Referral to other alternative mental health services at an appropriate level may be considered.**
- B. Consultation with a physician or with other qualified providers to assist with the member's specific crisis.**

### **III. Criteria for Continued Stay**

**Criteria A and B must be met:**

- A. The member continues to meet admission criteria**
- B. Despite reasonable therapeutic efforts, the clinical evidence indicated the need for at least one of the following:**
  - 1) Short-term CI, including crisis resolution and debriefing with the member or**
  - 2) Follow up with the individual and, as necessary, with the individual's caretaker and/or family members or**
  - 3) Consultation with a physician or with other qualified providers to assist with the member's specific crisis.**

### **REFERENCES**

**Louisiana Department of Health Behavioral Health Services Provider Manual**

**Magellan Healthcare Medical Necessity Criteria Version 1.1 Revision Date July 9, 2019**

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### Louisiana Behavioral Health Partnership Service Authorization Criteria 2012

#### ATTACHMENTS:

#### DEFINITIONS:

#### REVISION LOG

REVISION	DATE
• Policy created	7/2020

#### POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, Centene's P&P management software, is considered equivalent to a physical signature.

**Sr. VP, Population Health: Electronic Signature on File**  
**Chief Medical Officer:-Electronic Signature on File**