

ADHS/DBHS Guidelines to RBHAs and Providers for Services to Individuals Experiencing a Behavioral Health Crisis



For State Fiscal Year 2011 (July 1, 2010 - June 30, 2011), the Arizona State Legislature appropriated \$16,391,100 in State General Funds to the Arizona Department of Health Services/Division of Behavioral Health Services' (ADHS/DBHS) for services to individuals experiencing a behavioral health crisis. This document contains ADHS/DBHS' guidelines to the Regional Behavioral Health Authorities (RBHAs) and their contracted providers to administer the crisis services benefit in a manner that is responsive to the unique needs of the communities they serve.

Population Served

Any person presenting with a behavioral health crisis in the community, regardless of Medicaid eligibility or enrollment status.

Crisis Definition and Billing Codes

1. Beginning July 1, 2010, a "crisis" is "when a person presents with a sudden, unanticipated, or potentially dangerous behavioral health condition, episode or behavior."
2. ADHS/DBHS will issue billing code guidance in the coming weeks.

Required Services and Covered Crisis Benefit¹

1. Crisis phone services, including a toll-free number, available 24 hours per day, 7 days a week.
2. Mobile crisis intervention services, available 24 hours per day, 7 days a week.
 - a. If one person responds, this person shall be a Behavioral Health Professional or a Behavioral Health Technician.
 - b. If a two-person team responds, one person may be a Behavioral Health Paraprofessional, including a peer or family member, provided he/she has supervision and training as currently required for all mobile team members.
3. 23-hour crisis observation/stabilization services, including detoxification services.
4. As funding allows, up to 72 hours of additional crisis stabilization at an inpatient, sub-acute or ADHS/DBHS approved Level III facility.
5. Substance abuse-related crisis services, including follow-up services for stabilization through a dual-licensed Level IV/Outpatient clinic or ADHS/DBHS approved level III facility.

Benefit Administration

1. The RBHA shall allocate and manage funding to maintain the availability of required crisis services for the entire fiscal year.
2. The RBHA shall work collaboratively with local hospital-based emergency departments to determine whether a RBHA-funded crisis provider should be deployed to such locations for crisis intervention services.
3. The RBHA shall work collaboratively with local inpatient hospitals to determine whether and for how many hours such locations are used for crisis observation/stabilization services.
4. The RBHA shall use the generic medication formulary identified in the Non-Title XIX SMI benefit for all Non-Title XIX individuals receiving crisis services.
5. RBHAs shall use Substance Abuse Prevention and Treatment Performance Partnership Block Grant (SAPT) funding allocated by ADHS/DBHS for the provision of substance abuse crisis services/detoxification services.

¹ This benefit shall begin on July 1, 2010. Prior to July 1, 2010 the RBHA shall adhere to established crisis system requirements.