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MEMORANDUM

To: NYS Comprehensive Psychiatric Emergency Programs (CPEPs), Mainstream Medicaid Managed Care Organizations, Health and Recovery Plans (HARPs), HIV Special Needs Plans (HIV SNPs), and Medicaid Advantage Plus (MAP) Plans
From: New York State Office of Mental Health (NYS OMH)
Date: May 4, 2023
Subject: 1115 Waiver Mobile Crisis Services Provided by CPEPs

Dear NYS OMH Licensed CPEP Provider and Health Plan Administrator,

On May 24, 2022, NYS OMH distributed a memorandum to NYS Medicaid Managed Care Plans (MMCPs), including Mainstream Plans, HARPs, and HIV-SNPs, informing that all OMH licensed CPEP providers were approved to provide Mobile and Telephonic Crisis Follow-Up services under the 1115 Crisis Intervention Benefit for adult Medicaid managed care enrollees. See [CPEP Providers Allowed to Bill 1115 Waiver Crisis Follow-Up Services](#).

Effective January 1, 2023, select behavioral health services were added to the MAP Plan benefit package, including CPEP provision of Mobile and Telephonic Crisis Follow-Up services for adult MAP Plan enrollees.

The 1115 Crisis Intervention Benefit is comprised of multiple service components available to adults in Medicaid managed care. The four Mobile Crisis service components are Telephonic Triage and Crisis Response, Mobile Crisis Response, Telephonic Crisis Follow-Up, and Mobile Crisis Follow-Up.

As of May 1, 2023, NYS OMH licensed CPEP providers are authorized to provide all Mobile Crisis services for adults (age 21 and over in Medicaid managed care).¹ CPEP providers were previously approved to provide Telephonic Crisis Follow-Up and Mobile Crisis Follow-Up services and are authorized to provide, and must be reimbursed for, all Mobile Crisis services effective for dates of services on and after May 1, 2023. A list of all NYS OMH licensed CPEP providers can be found [here](#).

MMCP payments for Crisis Intervention Services to non-participating providers shall be at the same rate as for participating providers². MMCPs and providers are encouraged to begin any needed contract amendments as soon as possible. If amendments are necessary, contracts should be modified by October 31, 2023. In addition, MMCPs must complete necessary systems edits to ensure all NYS OMH licensed CPEP provider Mobile Crisis service claims with dates of service beginning May 1, 2023 are reimbursed at negotiated rates. MMCPs are required to review

¹ A Medicaid State Plan Amendment (SPA) is pending Centers for Medicare and Medicaid Services (CMS) approval, which will align mobile crisis services for adults and children. The Crisis Intervention SPA will have a retroactive effective date of April 1, 2022.

² Please refer to Section 10.13(d)(ii)(D) of the [Medicaid Managed Care/Family Health Plus/HIV Special Needs Plan/Health and Recovery Plan Model Contract](#) and Section 1.0 (A)(2)(ii) of the [Behavioral Health Guidance for Managed Care Organizations Carving Behavioral Health into Medicaid Advantage Plus](#).

Mobile Crisis services claims for dates of services on and after May 1, 2023, and if necessary, conduct retrospective reconciliation to adjust or reprocess clean Mobile Crisis service claims without further action from the provider within 90 days of receipt of this notification.

In June 2023, the Mobile Crisis Services Contracting Status Report (Exhibit C) will be updated to reflect CPEPs are approved to provide all of the following Mobile Crisis services:

- Telephonic Triage and Crisis Response;
- Mobile Crisis Response;
- Telephonic Crisis Follow-Up; and
- Mobile Crisis Follow-Up.

CPEP providers should bill utilizing the correct rate codes, procedure codes, and modifiers for Mobile Crisis services as outlined in the [Crisis Intervention Benefit: Mobile Crisis Component Benefit and Billing Guidance](#) and [OMH Medicaid Reimbursement Page](#). Please refer to the [OMH Medicaid Managed Care Crisis Intervention Page](#) for more information. Please see the [New York State Health and Recovery Plan \(HARP\) / Mainstream Behavioral Health Billing and Coding Manual](#) and the [New York State Medicaid Advantage Plus \(MAP\) Plans Behavioral Health Billing and Coding Manual](#) for details on MMCP claiming processes. MMCPs shall reimburse both participating and non-participating Mobile Crisis providers for services provided to their enrollees in accordance with these billing guidelines.

CPEP providers should direct questions to the OMH Division of Managed Care at omh-managed-care@omh.ny.gov. MMCPs should direct questions to the OMH Division of Managed Care at BHO@omh.ny.gov.