



KATHY HOCHUL
Governor

ANN MARIE T. SULLIVAN, M.D.
Commissioner

CHINAZO CUNNINGHAM, M.D.
Commissioner

JAMES V. McDONALD, M.D., M.P.H.
Commissioner

MEMORANDUM

TO: Mainstream Medicaid Managed Care Plans (MMCPs), Health and Recovery Plans (HARPs), HIV Special Needs Plans (HIV SNPs), and Medicaid Advantage Plus (MAP) Plans

FROM: New York State (NYS or State) Department of Health, NYS Office of Mental Health (OMH), and NYS Office of Addiction Services and Supports (OASAS)

DATE: February 8, 2024

SUBJECT: UPDATED: Mobile Crisis and Crisis Residence Authority and Reimbursement Changes

Dear Health Plan Administrator,

On [November 30, 2023](#), NYS notified Plans of the intent to formally implement the Mobile Crisis and Crisis Residence program and billing changes to effectuate the Crisis Intervention State Plan Amendment (SPA) for adults and children on March 1, 2024.

This memo serves as notice to Medicaid Managed Care Plans (MMCPs) that the date to **retire** children’s Crisis Intervention Mobile Crisis rate codes (7906-7910; 7936-7942) and Crisis Residence rate codes (7943-7945) has been **extended from March 1, 2024 to May 1, 2024**. **This extension does not change any other requirements as outlined below.** MMCPs already submitted attestations regarding this implementation. There is no need to resubmit.

Please note that as a result of the rate code consolidation, MMCPs and providers should follow the billing logistics outlined in the memo linked above. The Federal Information Processing Standards (FIPS) code and a proxy locator code requirement (see [guidance](#)) will no longer be applicable for children’s Mobile Crisis billing effective May 1, 2024.

Date	Plan Task
November 30, 2023 (no change)	<ul style="list-style-type: none"> • Begin configuring internal systems to allow for retrospective reconciliation to adjust payment for previously paid Adult Mobile Crisis and Crisis Residence claims for services delivered after April 1, 2022 that were paid at less than the government rate. • Begin configuring internal systems to retire children’s Crisis Intervention Mobile Crisis rate codes (7906-7910; 7936-7942) and Crisis Residence rate codes 7943-7945 • If applicable, begin process to amend existing contracts with State approved Mobile Crisis providers and licensed Crisis Residence providers by March 27, 2024; and • Begin provider education and technical assistance to State approved Mobile Crisis providers and licensed Crisis Residence providers.

Date	Plan Task
January 12, 2024 (no change)	<ul style="list-style-type: none"> Plans submit the <i>MMCP Attestation for Mobile Crisis and Crisis Residence Authority and Rate Changes</i>.
March 1, 2024 (no change)	<ul style="list-style-type: none"> Configured internal systems as outlined above except for the retirement of the Crisis Intervention Mobile Crisis and Crisis Residence rate codes. Offered and/or completed claims testing with contracted Mobile Crisis and Crisis Residence providers, and put a process in place to perform claims testing for additional providers as they are added to Plan's network. Developed provider technical assistance resources, including reimbursement instructions for out-of-network Mobile Crisis and Crisis Residence providers. Conducted training for all relevant staff on the Mobile Crisis and Crisis Residential benefits, including but not limited to Plan's member services, care management, and utilization management staff. Updated Plan policies and procedures to complete all additional State reporting requirements related to this benefit, including reporting of claims denials, contracting status, encounter reporting, and other reports determined by the State; and Completed all appropriate updates to Plan provider directories and member handbooks as appropriate.
March 27, 2024 (no change)	<ul style="list-style-type: none"> Completed amendments to all existing contracts with State approved Mobile Crisis providers and licensed Crisis Residence providers. Developed a process to continue to offer contracts to all additional Mobile Crisis and Crisis Residence providers within the Plan's service areas.
May 1, 2024 (Extended timeframe)	<ul style="list-style-type: none"> Configured system to retire the children's Mobile Crisis rate codes (7906-7910; 7936-7942) and Crisis Residence rate codes (7943-7945) Plans may deny claims billed using the retired rate codes with the date of service on or after May 1, 2024

Questions should be sent via email to the OMH Managed Care BHO mailbox at BHO@omh.ny.gov.

Thank you.