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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) Department of Health, NYS Office of Mental Health (OMH), and NYS Office of Addiction Services and Supports (OASAS)

DATE: November 28, 2023

SUBJECT: Mobile Crisis and Crisis Residence Authority and Reimbursement Changes

Dear Health Plan Administrator,

On June 29, 2023, NYS received approval from the Centers for Medicare and Medicaid Services (CMS) for the Crisis Intervention State Plan Amendment (SPA) #22-0026. NYS intends to formally implement Mobile Crisis and Crisis Residence program and billing changes to effectuate the Crisis Intervention SPA for adults and children March 1, 2024. The Crisis Intervention SPA has a retroactive effective date of April 1, 2022.

The Crisis Intervention SPA consolidates and aligns Medicaid authority, coverage, and reimbursement policies for existing children and adults Mobile Crisis and Crisis Residence services. Mainstream Plans, HARPs, HIV-SNPs, and MAP Plans, collectively referred to as “MMCPs,” will be required to adhere to the guidance contained herein regarding Mobile Crisis and Crisis Residence services.¹

The Crisis Intervention SPA also authorizes coverage of Crisis Stabilization Center services. NYS will notify MMCPs when Crisis Stabilization Center services will be included in the Medicaid managed care benefit package to enable MMCPs to empanel providers and configure their systems for claims processing.

This document provides guidance to providers and MMCPs about the changes to Mobile Crisis services and Crisis Residence Programs as a result of the Crisis Intervention SPA approval. MMCPs are required to manage Mobile Crisis services and Crisis Residence Programs in accordance with this memo and other applicable State-issued guidance. Until such time as the [Transition of Behavioral Health Benefit into Medicaid Managed Care and Health and Recovery Program Implementation](#), the [Medicaid Managed Care/Family Health Plus/ HIV Special Needs Plan/ Health and Recovery Plan Model Contract](#) the [Behavioral Health Guidance for Managed Care Organizations Carving Behavioral Health into Medicaid Advantage Plus](#) and the [Medicaid Advantage Plus \(MAP\) Model Contract](#) are updated to reflect requirements applicable to Mobile

¹ MAP Plans are already required to cover the two Adult Crisis Residence Programs (Intensive Crisis Residences and Residential Crisis Support). Consistent with current policy, MAP Plans will not be required to cover Children’s Crisis Residences. MAP Plan enrollees under 21 years old can access Children’s Crisis Residence through Medicaid FFS.

Crisis services and Crisis Residence Programs, provisions contained therein regarding Crisis Intervention services are applicable, except where this guidance differs, this guidance will control.

I. Crisis Intervention Services Background

The Crisis Intervention benefit, including Mobile Crisis services (implemented in 2019) and Crisis Residence services (implemented in 2020) was authorized under NYS’ 1115 waiver as a demonstration benefit for adults aged 21 and older in Medicaid managed care. MAP Plans began covering the Crisis Intervention benefit in January 2023. These services will now transition to State Plan services.

Mobile Crisis and Crisis Residence services for children up to age 21 were developed under the Children and Family Treatment and Support Services (CFTSS) array implemented through the Children’s Medicaid Transformation. These services will remain State Plan services.

II. Coverage Policy Changes

With the recent CMS approval, the Crisis Intervention SPA:

- Consolidates and authorizes a standard set of Mobile Crisis services for children and adults, including telephonic crisis triage and response, mobile crisis response, telephonic crisis follow-up, and mobile crisis follow-up services;
- Consolidates and authorizes a standard set of service components for the three types of licensed Crisis Residence programs for children and adults, including: Children’s Crisis Residence, Residential Crisis Support, and Intensive Crisis Residence; and
- Aligns federal authority for Intensive Crisis Residence and Residential Crisis Support programs serving all individuals 18 and older. Previously Intensive Crisis Residence and Residential Crisis Support programs followed 1115 waiver requirements for individuals 21 and older and CFTSS requirements for individuals 18-20. Effective April 1, 2022, there are no longer different requirements for individuals 18-20. Forthcoming programmatic guidance will be the same for individuals of all ages, regardless of program type.

MMCP reimbursement, systems configuration, network, and staff training requirements resulting from this consolidation are outlined below.

High-level implementation timeline:

Target Date	Implementation event
April 1, 2022	Crisis Intervention SPA effective date.
January 12, 2024	MMCP benefit implementation attestation due.
March 1, 2024	Systems configuration deadline: Claims payment systems and adjust paid claims as necessary back to April 1, 2022.
March 27, 2024	MMCP must complete amendments to existing provider contracts.

III. Reimbursement Policy Changes

The previously separate Medicaid billing rates and rate code structures for children and adult Mobile Crisis and Crisis Residence services will be consolidated under this SPA authority.

A. Rate Codes

Effective March 1, 2024, providers delivering adult and children's Mobile Crisis services will bill using the same rate codes (4609-4624), associated procedure codes, and modifier combinations, which were previously only used for the adult 1115 Waiver Crisis Intervention Mobile Crisis services. **The children's Crisis Intervention Mobile Crisis rate codes (7906-7910; 7936-7942) will be discontinued in Medicaid FFS and Managed Care on March 1, 2024.**

Crisis Residence rate codes 4625-4627 and their associated procedure codes and modifier combinations will be used for both adults and children effective March 1, 2024. **Crisis Residence rate codes 7943-7945 and their associated procedure codes and modifier combinations will be discontinued in Medicaid FFS and Managed Care on March 1, 2024.** MMCPs must ensure their systems are configured to accommodate these rate code changes by March 1, 2024. Appendix A below includes the Mobile Crisis and Crisis Residence rate codes, procedure codes, and modifier combinations that will be used under the Crisis Intervention SPA authority. MMCPs can also refer to Appendix B for a crosswalk of old to new billing codes.

B. Rate Requirements

Pursuant to Chapter 57 of the Laws of 2022 and as a result of the approval of SPA #22-0026, MMCPs will now be required to pay State-mandated rates for adult Mobile Crisis and Crisis Residence services effective April 1, 2022.

MMCPs shall complete necessary systems edits to pay claims at the newly effective rates for dates of service beginning April 1, 2022 and adjust paid claims as necessary by March 1, 2024. As MAP Plans began covering behavioral health services on January 1, 2023, any updates related to the Crisis Intervention SPA are only retroactive back to the MAP Plan behavioral health carve in date of January 1, 2023. MMCPs are required to reconcile and adjust the payment accordingly for clean claims without further action from the provider. CMS-approved Medicaid fee-for-service rates for Mobile Crisis and Crisis Residence services are effective April 1, 2022 and posted on the [OMH Medicaid Reimbursement Page](#).

In addition, MMCPs shall reimburse both participating and non-participating Crisis Residence and Mobile Crisis providers for services, and rates for non-participating providers shall be at the same rate as participating providers.² MMCPs shall not deny claims submitted by non-participating network providers.

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](#).

IV. Network Requirements

Existing network requirements will remain the same for all Mobile Crisis and Crisis Residence services.³ Network requirements for Mobile Crisis services are outlined in the [Crisis Intervention Benefit: Mobile Crisis Component Benefit and Billing Guidance](#). Network requirements for Crisis Residence services are outlined in the [Adult Crisis Residence Benefit and Billing Guidance](#) and [Crisis Intervention Benefit: Children's Crisis Residence Program Benefit and Billing Guidance](#).⁴

All currently designated Mobile Crisis and licensed Crisis Residence providers remain authorized to provide these services under the Crisis Intervention SPA. NYS expects MMCPs to maintain all existing contracts with CFTSS and 1115 Waiver Mobile Crisis and Crisis Residence providers.

As of June 29, 2023, Comprehensive Psychiatric Emergency Program (CPEP) providers are approved to provide and be reimbursed for all Mobile Crisis services (Telephonic Crisis Triage and Response, Telephonic Crisis Follow-Up Services, Mobile Crisis Response, and Mobile Crisis Follow-Up services) for adults and children under the Crisis Intervention SPA. MMCPs are expected to update provider profiles to allow CPEP providers that are designated Mobile Crisis services providers to bill the corresponding rate codes as outlined above.

MMCPs are encouraged to begin any needed provider contract amendments as soon as possible. If amendments are necessary, contracts should be modified by March 27, 2024.

NYS will continue to monitor network adequacy for Mobile Crisis and Crisis Residence services using Exhibit 4 and Exhibit C network reporting templates. Both the Exhibit 4 and the Exhibit C network reporting template will remain the same, except CPEP providers will be added as a Mobile Crisis provider in the SPA tab of the Exhibit 4.

V. MMCP Staff Training

MMCPs shall ensure provider relations staff, billing/claiming, and other relevant staff are trained on the consolidation of these Mobile Crisis and Crisis Residence codes to ensure they are able to assist providers as needed.

³ MMCPs are mandated to offer contracts to all State-approved Mobile Crisis providers and licensed Crisis Residence providers in their service area. MAP Plan Mobile Crisis and Crisis Residence network requirements are outlined in Section 1.0 (A)(2)(ii) of the [Behavioral Health Guidance for Managed Care Organizations Carving Behavioral Health into Medicaid Advantage Plus](#).

⁴ Existing Benefit and Billing guidance documents for Mobile Crisis and Crisis Residence services will be updated. Please use the information contained in this memo until at such time existing guidance documents are updated.

VI. Appendix A – Revised Mobile Crisis and Crisis Residence Rate Codes

A. Mobile Crisis Services

Telephonic Crisis Triage and Response					
Rate Code Description	Rate Code	Procedure Code	Modifier(s)	Unit Measure	Unit Limit/Day
Licensed Professional	4609	H2011	GT	15 Minutes	Up to 90 minutes (6 Units)
Telephonic crisis response (up to 90 min)	4610	H2011	GT, HO	15 Minutes	Up to 90 minutes (6 Units)
Licensed Professional	4611	S9485	GT	Per Diem	90 minutes-3 hours (1 Unit)
Telephonic crisis response (Above 90 min - 3 hours)	4612	S9485	HO	Per Diem	90 minutes-3 hours (1 Unit)

Telephonic Crisis Follow-Up Services					
Rate Code Description	Rate Code	Procedure Code	Modifier(s)	Unit Measure	Unit Limit/Day
Licensed Professional	4613	H2011	TS, GT	15 Minutes	Up to 60 minutes (4 Units)
Unlicensed/Certified Peer	4614	H2011	TS, HM	15 Minutes	Up to 60 minutes (4 Units)

Mobile Crisis Response					
Rate Code Description	Rate Code	Procedure Code	Modifier(s)	Unit Measure	Unit Limit/Day
One-person response: Licensed	4615	H2011	HE	15 Minutes	Up to 90 minutes (6 Units)
Two-person response: Licensed and Unlicensed/Certified Peer	4616	H2011	HK	15 Minutes	Up to 90 minutes (6 Units)
Two-person response: Both Licensed	4617	H2011	HE, HK	15 Minutes	Up to 90 minutes (6 Units)
Two-person response: Licensed and Unlicensed/Certified Peer	4618	S9485	HE, U5	Per Diem	90 – 180 minutes (1 Unit)
Two-person response: Both Licensed	4619	S9485	HE, HK, U5	Per Diem	90 – 180 minutes (1 Unit)
Two-person response: Licensed and Unlicensed/Certified Peer	4620	S9485	HE	Per Diem	At minimum 3 hours of face-to-face contact (1 Unit)
Two-person response: Both Licensed	4621	S9485	HE, HK	Per Diem	At minimum 3 hours of face-to-face contact (1 Unit)

Mobile Crisis Follow-Up Services

Rate Code Description	Rate Code	Procedure Code	Modifier(s)	Unit Measure	Unit Limit/Day
One-person face-to-face response: Licensed	4622	H2011	TS	15 Minutes	Up to 90 minutes (6 Units)
One-person face-to-face response: Unlicensed Bachelors/Certified Peer	4623	H2011	TS, HE	15 Minutes	Up to 90 minutes (6 Units)
Two-person face-to-face response: Licensed and Unlicensed Bachelors/Certified Peer	4624	H2011	TS, SC	15 Minutes	Up to 90 minutes (6 Units)

B. Crisis Residence Services

Rate Code Description	Rate Code	Procedure Code	Modifier(s)	Unit Measure	Unit Limit/Day
Residential Crisis Support (RCS)	4625	T2034	HE	Per Diem	28 days per admission
Intensive Crisis Residence (ICR)	4626	T2034	ET	Per Diem	28 days per admission
Children's Crisis Residence Program (Up to age 21)	4627	T2034	HK	Per Diem	28 days per admission unless approved by MMCP/OMH

VII. Appendix B – Adult and Children’s Mobile Crisis and Crisis Residence Billing Changes

A. Mobile Crisis Services: Mobile Crisis Response

Adult and Children’s Mobile Crisis and Crisis Residence Billing Changes
Chart 2: Crisis Follow-up, Telephonic Triage and Response, Telephonic Follow-up

<u>Before SPA Approval</u>		<u>After SPA Approval</u>	
<u>Service Description</u>	<u>Rate Code, Procedure Code (Modifiers)</u>	<u>Rate Code, Procedure Code (Modifiers)</u>	<u>Service Description</u>
Crisis follow up - One Person Lic F2F - Adults	4622, H2011 (TS)	4622, H2011 (TS)	Crisis follow up - One Person Lic F2F
CI One Person Lic Follow up F2F - Children	7938, H2011 (TS, HO)		
Crisis follow up - One Person Unlic F2F - Adults	4623, H2011 (TS, HE)	4623, H2011 (TS, HE)	Crisis follow up - One Person Unlic F2F
CI One Person Unlic Follow up F2F - Children	7939, H2011 (TS, HM, HA)		
Crisis follow up - Two Person Lic/Unlic F2F - Adults	4624, H2011 (TS, SC)	4624, H2011 (TS, SC)	Crisis follow up - Two Person Lic/Unlic F2F
CI Two Person Lic/Unlic Follow up F2F - Children	7940, H2011 (TS, HT)		
Telephonic Crisis Response - Lic, up to 90 mins - Adults	4609, H2011 (GT)	4609, H2011 (GT)	Telephonic Crisis Response - Lic, up to 90 mins
Telephonic Crisis Response - Unlic, up to 90 mins - Adults	4610, H2011 (GT, HO)	4610, H2011 (GT, HO)	Telephonic Crisis Response - Unlic, up to 90 mins
Telephonic Crisis Response - Lic, 90 min to 3 hours - Adults	4611, S9485 (GT)	4611, S9485 (GT)	Telephonic Crisis Response - Lic, 90 min to 3 hours
Telephonic Crisis Response - Unlic, 90 min to 3 hours - Adults	4612, S9485 (HO)	4612, S9485 (HO)	Telephonic Crisis Response - Unlic, 90 min to 3 hours
Telephonic Follow Up Lic - Adults	4613, H2011 (TS, GT)	4613, H2011 (TS, GT)	Telephonic Follow Up Lic
Telephonic Follow Up Lic- Children	7941, H2011 (TS, HO, GT)		
Telephonic Follow Up Certified Peer - Adults	4614, H2011 (TS, HM)	4614, H2011 (TS, HM)	Telephonic Follow Up Certified Peer
Telephonic Follow Up Certified Peer - Children	7942, H2011 (TS, HM, GT)		

B. Mobile Crisis Services: Crisis Follow-up, Telephonic Crisis Triage and Response, and Telephonic Follow-up

Adult and Children's Mobile Crisis and Crisis Residence Billing Changes
Chart 1: Mobile Crisis Response

<u>Before SPA Approval</u>		<u>After SPA Approval</u>	
<u>Service Description</u>	<u>Rate Code, Procedure Code (Modifiers)</u>	<u>Rate Code, Procedure Code (Modifiers)</u>	<u>Service Description</u>
Mobile Crisis - One Person, up to 90 Min - Adults	4615, H2011 (HE)	4615, H2011 (HE)	Mobile Crisis - One Person, up to 90 mins
CI One Person Response, up to 90 mins - Children	7906, H2011 (EP, HO)		
Mobile Crisis - One Lic/One Unlic up to 90 mins - Adults	4616, H2011 (HK)	4616, H2011 (HK)	Mobile Crisis - One Lic/One Unlic up to 90 mins
CI Two Person Lic/Unlic, up to 90 mins - Children	7907, H2011 (EP, HT)		
Mobile Crisis - Two Person Lic, up to 90 mins - Adults	4617, H2011 (HE, HK)	4617, H2011 (HE, HK)	Mobile Crisis - Two Person Lic, up to 90 mins
CI Two Person Both Lic, up to 90 mins - Children	7908, H2011 (EP)		
Mobile Crisis - One Lic/One Unlic 90 to 180 min - Adults	4618, S9485 (HE, U5)	4618, S9485 (HE, U5)	Mobile Crisis - One Lic/One Unlic 90 to 180 min
CI Two Person Lic/Unlic, 90 to 180 mins - Children	7909, S9485 (EP)		
Mobile Crisis - Two Person Lic, up to 180 mins - Adults	4619, S9485 (HE, HK, U5)	4619, S9485 (HE, HK, U5)	Mobile Crisis - Two Person Lic, up to 180 mins
CI Two Person Both Lic, up to 180 mins - Children	7936, S9485 (EP, HO)		
Mobile Crisis - One Lic/One Unlic, per diem - Adults	4620, S9485 (HE)	4620, S9485 (HE)	Mobile Crisis - One Lic/One Unlic, per diem
CI Two Person Lic/Unlic, per diem - Children	7910, S9485 (EP)		
Mobile Crisis - Two Person Lic, per diem - Adults	4621, S9485 (HE, HK)	4621, S9485 (HE, HK)	Mobile Crisis - Two Person Lic, per diem
CI Two Person Both Lic, per diem - Children	7937, S9485 (EP, HO)		

C. Crisis Residence Services

Adult and Children's Mobile Crisis and Crisis Residence Billing Changes - Crisis Residence

Chart 3: Crisis Residence

<u>Before SPA Approval</u>		<u>After SPA Approval</u>	
<u>Service Description</u>	<u>Rate Code, Procedure Code (Modifiers)</u>	<u>Rate Code, Procedure Code (Modifiers)</u>	<u>Service Description</u>
Residential Crisis Support Ages 21+	4625, T2034 (HE)	4625, T2034 (HE)	Residential Crisis Support 18+
Residential Crisis Support Ages 18-20	7943, H2013 (HA, TF)		
Intensive Crisis Residence Ages 21+	4626, T2034 (ET)	4626, T2034 (ET)	Intensive Crisis Residence 18+
Intensive Crisis Residence Ages 18-20	7944, H2013 (HA, HK)		
Children's Crisis Residence Ages up to 21	7945, H2013 (HA)	4627, T2034 (HK) (New Rate Code)	Children's Crisis Residence - Ages up to 21