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**TO:** Licensed Crisis Residence Providers, Designated Mobile & Telephonic Crisis Providers, and County Directors of Community Service (DCS)/Mental Health Commissioners

**FROM:** NYS Office of Mental Health (OMH), Bureau of Crisis Emergency and Stabilization Initiatives and the Division of Integrated Community Services for Children and Families.

**DATE:** May 20, 2024

**SUBJECT:** State Plan Crisis Service Array Reimbursement

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Dear Crisis Service Providers:

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. As previously communicated on February 1, 2024, NYS has formally implemented Crisis Service changes effective May 1, 2024, to effectuate the Crisis Intervention SPA for adults and children. The Crisis Intervention SPA consolidates and aligns Medicaid authority, coverage, and reimbursement policies for existing Crisis Service Providers.

This document provides guidance to licensed Crisis Residential providers and designated Mobile Crisis Providers regarding fee-for-service reimbursement for eligible claims with service dates beginning July 1, 2023, through April 30, 2024, for:

- Crisis Residences
- Mobile Crisis (children and adult)
  - Telephonic Crisis Triage and Response
  - Telephonic Crisis Follow Up
  - Mobile Crisis Response
  - Crisis Follow Up- Face to Face

Note that children's crisis services previously covered under CFTSS authority and rate codes are not addressed in this guidance. CFTSS crisis services were already a covered fee-for-service benefit and services will transition to updated rate codes with the changes previously outlined.

## **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. Medicaid Advantage Plus (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 Services (CFTSS) array implemented through the Children's Medicaid Transformation. These services will remain State Plan services.

## **CLAIMING TIMELINE AND REQUIREMENTS**

Previously issued memoranda, training, and guidance stated Crisis Service fee-for-service rates were to be prospective beginning May 1, 2024. Upon further consideration, the rate effective date for Crisis Service fee-for-service claims will be the later of July 1, 2023, **or** the effective date of Mobile Crisis Service designation or Residential Crisis licensure.

For all Crisis Service reimbursement under consolidated State Plan authority, including residential crisis, telephonic response, mobile crisis response and follow-up, updated program standards (described in the 2/1/24 memo) must be met for all claims submitted covering the dates of service referenced herein. This includes staff qualifications, LPHA recommendation and service provision.

Providers will be allowed to submit applicable fee-for-service claims electronically outside of typical timely filing requirements for rate codes impacted by this update (Mobile and Telephonic: 4609-4624, Residential Crisis 4625-4626), delay reason code 3 must be used. Waiver of timely filing requirements will end 60 days after the issue date shown on this memorandum.

## **REFERENCE DOCUMENTS**

- [Crisis Intervention Service Landing Page](#)
- [State Plan Amendment Updates to Mobile Crisis Services \(ny.gov\)](#)
- [State Plan Amendment Updates for Crisis Residence Reimbursement Standards \(ny.gov\)](#)

## **CONTACT**

Direct any questions regarding this notice to [crisis.initiative@omh.ny.gov](mailto:crisis.initiative@omh.ny.gov).