



APRIL 2022

KMAP GENERAL BULLETIN 22044

Mobile Crisis Intervention Services Provided by a CMHC or CCBHC

Effective with dates of service on and after May 1, 2022, Mobile Crisis Intervention (MCI) services (H2011 U1), will be expanded to include adults 21 years of age and over and will be covered for both Community Mental Health Centers (CMHCs) and Certified Community Behavioral Health Clinics (CCBHCs). The Beacon contractor process will remain in place for those individuals 20 years of age and younger. Reference [General Bulletin 21156](#) for those details.

Claims for eligible members require that the professional providing the service bill as the performing provider with their employing CMHC/CCBHC identified as the billing provider. These providers must be enrolled in the Kansas Medical Assistance Program (KMAP).

With the increased age range, many of the same conditions will apply for the appropriate billing of this code as noted below:

- A crisis is to be self-determined by the individual requesting this service.
- Preference is for MCI to be provided in person, at the preferred location of the individual or family home, school, or other community bases setting by a Licensed Mental Health Professional (LMHP).
- It is preferred that two individuals respond on an MCI. For a two-person response team, the H2011 U1 code should only be billed once for the Mobile Crisis Team that is deployed.
- Telemedicine delivery mode is allowed in certain circumstances where face-to-face services by a LMHP is not viable, and the medical record should reflect the reason the LMHP was unable to respond to the crisis. If the face-to-face clinician is not viable, the MCI in-person contact could be made by a peer, case manager, or other professional that would provide telemedicine access to a LMHP. During the mobile response, the LMHP would be required to provide de-escalation, crisis intervention, safety planning as well as referral to community-based services. LMHPs would also be required to complete the State approved assessment tool

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and a crisis plan with the individual and family with documentation kept in the center's medical record. If there is a need for an acute hospitalization, assessment for that service would also be completed at this time.

- Given the crisis is self-defined, the MCOs may not require prior authorization (PA) or make a medical necessity determination for the initiation of mobile crisis services.
- MCI is available 24 hours a day, 365 days a year.
- MCI services cannot be delivered when an individual has inpatient status (as in a Hospital, Psychiatric Residential Treatment Facility (PRTF), or other institutional setting).

Refer to [General Bulletin 21156](#) for excluded place of service codes and dispatch levels as these provisions remain the same for this service.

Note: The effective date of the policy is May 1, 2022. The implementation of State policy by the KanCare Managed Care Organizations (MCOs) may vary from the date noted in the Kansas Medical Assistance Program (KMAP) bulletins. The **KanCare Open Claims Resolution Log** on the KMAP [Bulletins](#) page documents the MCO system status for policy implementation and any associated reprocessing completion dates, once the policy is implemented.

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