

Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
Magellan Health Services of Arizona Edition

Section 3.25 **Crisis Intervention Services**

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3.25.1 **Introduction**

Crisis intervention services are provided to a person for the purpose of stabilizing or preventing a sudden, unanticipated, or potentially dangerous behavioral health condition, episode or behavior. Crisis intervention services are provided in a variety of settings, such as hospital emergency departments, face-to-face at a person's home, over the telephone or in the community. These intensive and time limited services may include screening, (e.g., triage and arranging for the provision of additional crisis services) assessing, evaluating or counseling to stabilize the situation, medication stabilization and monitoring, observation and/or follow-up to ensure stabilization, and/or other therapeutic and supportive services to prevent, reduce or eliminate a crisis situation.

At the time behavioral health crisis intervention services are provided, a person's enrollment or eligibility status may not be known. However, crisis intervention services must be provided, regardless of enrollment or eligibility status.

3.25.2 **References**

The following citations can serve as additional resources for this content area:

- [ADHS/RBHA Contracts](#)
- [ADHS/TRBHA IGAs](#)
- [Section 3.16, Medication Formularies](#)
- [Section 6.1, Submitting Tribal Fee-for-Service Claims to AHCCCS](#)
- [Section 6.2, Submitting Claims and Encounters to the RBHA](#)
- [ADHS/DBHS Covered Behavioral Health Services Guide](#)

3.25.3 **Scope**

To whom does this apply?

Any person presenting with a behavioral health crisis in the community, regardless of Medicaid eligibility or enrollment status.

3.25.4 **Did you know...?**

- ADHS/DBHS has developed billing guidelines for crisis services (see [PM Attachment 6.0.2, Billing Instructions Used to Identify Crisis Services](#)). Guidelines for submitting claims for services, in general, are described in [PM Attachment 6.0.1, Where Do I Submit My Claim?](#)

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- Collaboration agreements between RBHAs and local law enforcement/first responders address continuity of behavioral health services during a crisis, jail diversion and safety, and strengthening relationships between first responders and behavioral health providers.

3.25.5 Definitions

[ADHS/DBHS Non-Title XIX/XXI Medication Formulary](#)

[Crisis](#)

[Crisis Intervention Services](#)

[Crisis Intervention Services \(Inpatient Stabilization, Facility Based\)](#)

[Crisis Intervention Services \(Mobile, Community Based\)](#)

[Crisis Intervention Services \(Telephone\)](#)

[Medically Necessary Covered Services](#)

[Serious Mental Illness](#)

3.25.6 Objectives

To ensure that crisis services are readily available to individuals experiencing a behavioral health crisis.

3.25.7 Procedures

3.25.7-A: General Requirements

To meet the needs of individuals in communities throughout Arizona, T/RBHAs must ensure that the following crisis services are available:

- Telephone crisis intervention services, including a toll-free number, available 24 hours per day, seven days a week (602) 222-9444; toll free (800) 631-1314: or TTY/TTD toll free (800) 327-9254;
- Mobile crisis intervention services, available 24 hours per day, seven days a week;
 - If one person responds, this person shall be a Behavioral Health Professional or a Behavioral Health Technician.
 - If a two-person team responds, one person may be a Behavioral Health Paraprofessional, including a peer or family member, provided he/she has supervision and training as currently required for all mobile team members.

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- 23-hour crisis observation/stabilization services, including detoxification services

Adult Psychiatric Emergencies:

ConnectionsAZ Urgent Psychiatric Care Center (UPC)
903 N. 2nd St.
Phoenix, AZ 85004
Phone: 602-416-7600

Recovery Response Center (formerly Recovery Innovations Psychiatric Recovery Center (META) West (PRC-West))
11361 N. 99th Ave., Ste. 402
Peoria, AZ 85345
Phone: 602-650-1212, then press 2

Adult Substance Use Emergencies:

Community Bridges Central City Addiction Recovery Center (CCARC)
2770 E. Van Buren St.
Phoenix, AZ 85008
(877) 931-9142

Community Bridges East Valley Addiction Recovery Center (EVARC)
506 S. Bellview
Mesa, AZ 85204
(877) 931-9142

Child and Adolescent Psychiatric and Substance Use Emergencies:

St. Luke's Behavioral Health Center (child and adolescent services only)
1800 E. Van Buren St.
Phoenix, AZ 85006
Phone: 602-251-8535

- and Up to 72 hours of additional crisis stabilization as funding is available for mental health and substance abuse related services at a Level I psychiatric acute or sub-acute facility.

3.25.7-B: Management of Crisis Services

While T/RBHAs must provide a standard set of crisis services to ensure the availability of these services throughout the state, each T/RBHA must also be able to meet the specific needs of communities located within their service area. T/RBHAs must utilize the following in managing crisis services:

- T/RBHAs must allocate and manage funding to maintain the availability of required crisis services for the entire fiscal year;

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- T/RBHAs must work collaboratively with local hospital-based emergency departments to determine whether a T/RBHA-funded crisis provider should be deployed to such locations for crisis intervention services. Magellan has established a protocol with local hospitals for services provided in emergency departments (see [Attachment 3.25.1, Crisis Intervention Services Delivered in Emergency Departments](#));
- T/RBHAs must work collaboratively with local inpatient hospitals to determine whether and for how many hours such locations are used for crisis observation/stabilization services; and
- When Non-Title XIX/XXI eligible individuals are receiving crisis services and require medication, T/RBHAs must use the generic medication formulary for persons determined to have a Serious Mental Illness (SMI) or the Magellan crisis medication formulary for non-SMI recipients presenting in crisis at a Level I acute or subacute facility. (see [Section 3.16, Medication Formularies](#)).

Whenever possible, Crisis Services are to be delivered within the community at the least restrictive level of care available.