

## NORTHCARE NETWORK

<b>PROCEDURE TITLE:</b> Crisis Residential Admission	<b>CATEGORY:</b> Utilization Management
<b>EFFECTIVE DATE:</b> 6/1/18	<b>MEDICAL DIRECTOR:</b> Sajid Hussain, MD
<b>REVIEWED DATE:</b> 5/31/19	<b>REVISION(S) TO PROCEDURE</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> Utilization Management	<b>CEO APPROVAL:</b> 6/4/19 Dr. Tim Kangas, CEO

### **APPLIES TO:**

NorthCare Network Personnel  
Member CMHSP  
Crisis Residential Facility

### **PURPOSE**

To delineate the responsibilities of CMHSP Emergency Services (ES) staff in admitting and discharge planning for Crisis Residential. Crisis residential is an alternative to inpatient psychiatric hospitalization or step-down from hospitalization, that requires consumers still meet the criteria for hospitalization. ES staff will determine the medical necessity of someone entering inpatient psychiatric hospitalization or crisis residential.

### **PROCEDURES**

Crisis Residential programming requires MDHHS program approval prior to use. The CMHSP shall verify that a program is an MDHHS approved program prior to utilization.

Crisis residential is not a Medicare billable service. Therefore, if someone has MI Health Link- Medicaid dollars will be used. The affiliate will be the CMH. A secondary admission will be opened by NorthCare for NC Dual; however, the affiliate will remain the CMH in this situation as MHL dollars are not being used.

Per the MPM, if a consumer has a case manager, they must be involved in the treatment as soon as possible. After 14 days of crisis residential services, a case manager must be assigned and involved in treatment and follow-up care. Therefore, if someone who was not previously in services is in crisis residential for that amount of time, the CMH will need to involve a case manager.

The CMH is responsible for discharge planning. Discharge planning begins at the time of admission. Discharge follow up appointments shall be within 7 days of discharge.

ES staff will use the pre-admission screening (PAS) form when assessing a consumer for medical necessity for hospitalization or crisis residential.

- Staff must select the crisis residential radio button in the Disposition.
- The E/S staff must complete the Standard PAS (not the Administrative PAS) face to face or via phone.
- When Assessing a person from outside of the catchment area of where they live, authorization approval is required by the COFR.
- Communication between the two-CMH's is required, and the CMH of the persons residence (COFR) is the assigned CMH / Affiliate.
- Signing the document will auto-generate a 2-day authorization under the COFR.

Consumers can enter crisis residential initially or as a 'step down' from the hospital. If a consumer is in the hospital and 'stepping down' from the unit to go to crisis residential, a non-billable PAS should be completed to create the admission to crisis residential. This can be via phone. The clinical PAS form is to be completed. The administrative PAS form will NOT have the option of crisis residential, therefore it cannot be used for this type of admission. The COFR is to complete the 'step-down' PAS. If a consumer is homeless the CMH / Affiliate remains as the CMH / Affiliate that initially authorized the inpatient admission. This CMH / Affiliate is responsible for discharge planning from both the hospital and the crisis residential center.

- If a consumer is 'stepping down' from an inpatient unit to crisis residential- the "transferred to another facility" option should be selected on BH Teds hospital discharge.

The CMH will pay claims at the current rate included in the Residential fee schedule. For non-contracted crisis residential providers, a single case agreement will need to be agreed upon.

NorthCare will complete CSR's on anyone that enters a Crisis Residential Unit, with Medicaid, that NorthCare holds a contract with or a facility that NorthCare enters into a single case agreement with.

The CMH is responsible to conduct continuing stay reviews for anyone who falls under General Fund, if the CMHSP holds a contract with the Crisis Residential Unit or the CMHSP entered into a single case agreement with the provider.

**REFERENCES:**

NorthCare Network Transition from Inpatient Psychiatric Services Policy  
Medicaid Provider Manual