

# Mobile Crisis Response FAQs

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## Where can I get an updated list of in-network providers, including hospitals?

Because Meridian continuously adds behavioral health providers to our network, the list of in-network providers is updated regularly. The most reliable and up-to-date list will always be found in our Provider Directory: [corp.mhplan.com/en/provider-search](http://corp.mhplan.com/en/provider-search).

## How can Meridian help with non-emergent transportation for patients?

You can call Meridian Transportation at **866-796-1165** to coordinate transportation for a patient. For further assistance, call Meridian Member Services at **866-606-3700**.

A non-emergency transportation FAQ sheet for providers is available on the Meridian website at our Training and Education webpage: [corp.mhplan.com/en/provider/illinois/meridianhealthplan/training-education/training-education-resources/provider-education-pieces](http://corp.mhplan.com/en/provider/illinois/meridianhealthplan/training-education/training-education-resources/provider-education-pieces).

## Do mobile crisis response (MCR) services require authorization?

No, there are no authorization requirements for MCR services.

## Does Meridian require prior authorization for psychiatric inpatient admissions?

No, there are no prior authorization requirements for inpatient psychiatric hospitalizations. When a Meridian member has been admitted to an inpatient psychiatric unit, the hospital notifies Meridian of the admission. That notification initiates the medical necessity review and authorization process.

## What should be included in the MCR notification to Meridian and where do I send the notifications?

MCR notifications should include at a minimum:

- IM-CAT summary
- Crisis safety plan developed with the member and family

Any additional information you have available that you think is relevant and beneficial to Meridian's Care Coordination department can be included as well. Keep in mind: the notification is to inform Meridian's Care Coordination department for follow-up purposes. It is not clinical information to justify services for a medical necessity review and authorization.

You can fax the MCR notification to Meridian at **312-980-0443**.

## Do MCR referrals for adults have to go through Crisis and Referral Entry Service (CARES)?

In general, adults needing crisis services do not need to go through CARES. However, we recommend that any adult who requires a change in his/her level of care should go through the CARES crisis referral process. Meridian requests that you submit the same notification information for adults who receive MCR services as you would for children.

## What are Meridian's requirements following a member's hospitalization?

To ensure continuity of care during transitions between levels of care, Meridian requires that members admitted for inpatient psychiatric hospitalization receive an outpatient follow-up visit with a mental health practitioner within seven days of discharge. This is known as the Follow-Up after Hospitalization (FUH) for Mental Illness HEDIS® measure.

As an MCR provider, the hospital should coordinate follow-up appointments with you as part of the discharge planning process. If you would like more information regarding the FUH measure requirements, visit the Provider Resources page on Meridian's website and click HEDIS® Criteria: [corp.mhplan.com/en/provider/illinois/meridianhealthplan/benefits-resources/tools-resources/documents-forms/](http://corp.mhplan.com/en/provider/illinois/meridianhealthplan/benefits-resources/tools-resources/documents-forms/)

## Do the Meridian Care Coordination activities replace the Screening, Assessment, and Support Services (SASS) provider requirements?

No. At this time, Healthcare and Family Services (HFS) has not completed revisions to the SASS Handbook that reflect regulatory changes as a result of the Mobile Crisis Response State Plan Amendment that went into effect on August 1, 2018. Your contract with Meridian requires that you follow existing regulations until HFS has completed revisions.

Meridian's Care Coordination department is an additional resource to complement and support your MCR team activities, as well as our members post-crisis.

## Does Meridian provide ongoing education and support for MCR providers and community stakeholders?

Meridian may provide your organization, or stakeholders in your community, with additional education and training related to behavioral health. The following topics are available and intended to increase education and awareness related to the behavioral health system and services:

- Mental Health First Aid
- IM+CANS/IATP on-site training
- Medicaid Managed Care benefits/levels of care

If you need training on specific topics, please contact Meridian at [BHprograms@mhplan.com](mailto:BHprograms@mhplan.com) and we will develop a training event for your organization or connect you with an expert resource.

## My organization is considering offering 1115 Waiver Intensive In-Home services at our organization. What are Meridian's requirements for these pilot services?

The 1115 Waiver Intensive In-Home services is an HFS pilot program for children 3 to 21 years of age. It includes face-to-face, time-limited, focused interventions to stabilize behaviors that may lead to crisis services, inpatient hospitalization, or the need for residential care.

All requests to initiate these services must be submitted to and approved by HFS, not Meridian. Meridian does not have notification or authorization requirements for these services. For more information about the Intensive In-Home pilot and how to submit a request to HFS, please visit [www.illinois.gov/hfs/MedicalProviders/behavioral/Pages/default.aspx](http://www.illinois.gov/hfs/MedicalProviders/behavioral/Pages/default.aspx).

### **What are Meridian's Family Leadership Councils (FLCs)?**

FLCs are organized and facilitated by Meridian to provide members, their families, and community stakeholders the opportunity to provide feedback about their experiences with Meridian and the behavioral health services they received.

The purpose of an FLC is to empower Meridian members to share their experiences with the behavioral health system and help enhance service delivery. Meridian utilizes feedback from the FLC as part of our continuous quality improvement processes.

### **How can our Meridian members get involved in an FLC?**

Providers working with Meridian members who are interested in the FLC are encouraged to contact us at [BHprograms@mhplan.com](mailto:BHprograms@mhplan.com).