

# Mobile Crisis Response Service Provider Reference Guide

As part of the HealthChoice Behavioral Health Transformation Project, a State Plan Amendment (SPA) with new requirements for Mobile Crisis Response (MCR) providers became effective on August 1, 2018. The SPA has revised crisis service definitions, reimbursement rates, and the population eligible to receive MCR services. For additional information regarding these changes to the MCR program, please reference:

**Illinois Department of Healthcare and Family Services (HFS) Provider Notice with MCR Overview:**

[www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn180711a.aspx](http://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn180711a.aspx)

**Community-Based Behavioral Services Provider Handbook from HFS (effective 10/1/2018):**

[www.illinois.gov/hfs/SiteCollectionDocuments/102218CommunityBasedBehavioralServicesHandbook.pdf](http://www.illinois.gov/hfs/SiteCollectionDocuments/102218CommunityBasedBehavioralServicesHandbook.pdf)

**Community Mental Health Care (CMHC) and Behavioral Health Care (BHC) Fee Schedule (as of 11/1/2018):**

[www.illinois.gov/hfs/SiteCollectionDocuments/11118CommunityMentalHealthFeeSchedule.pdf](http://www.illinois.gov/hfs/SiteCollectionDocuments/11118CommunityMentalHealthFeeSchedule.pdf)

## MeridianHealth MCR Requirements

To ensure that there is access to appropriate crisis response and stabilization services for our members experiencing a psychiatric crisis, MeridianHealth (Meridian) has a policy of no authorization requirements for MCR services. **Meridian does require** that MCR providers notify us of an MCR service completed for any Meridian member within 24 hours of MCR services being rendered. This notification is critical for Meridian to provide ongoing support through our Care Coordination program and overall continuity of care for our members, their families, and providers of MCR services. The MCR notification should include at a minimum:

- IM-CAT summary
- Crisis Safety Plan developed with the Meridian member/family

Please fax all MCR Notifications to: **312-980-0443**

If you have any questions regarding the Meridian notification process, please contact Meridian's Children's Mental Health Coordinator at:

- **312-705-2900 x20738**
- [alyssa.jones@mhplan.com](mailto:alyssa.jones@mhplan.com)

Providers can access Meridian's Care Coordination program for assistance in linking Meridian members to appropriate post-crisis services by calling **866-606-3700**.

