

**SWMBH Operating Policy 12.3**

<b>Subject:</b> Emergency Mental Health Services		<b>Accountability:</b> Utilization Management	<b>Effective Date:</b> 1/1/2014	Pages: 2	
<b>REQUIRED BY:</b> BBA Section 438.114 PIHP Contract Section Attachment 4.1.1 NCQA/URAC Standard _____ SA SARF _____ Other: Michigan Mental Health Code 330.1206 section 206 (1) (a)			Last Reviewed Date: 9/6/16	Past Reviewed Dates: 5/22/15	
<b>LINE OF BUSINESS:</b> <input checked="" type="checkbox"/> Specialty Waiver (B/C) <input checked="" type="checkbox"/> I Waiver <input checked="" type="checkbox"/> Healthy Michigan Plan <input type="checkbox"/> MI Health link <input type="checkbox"/> SUD Medicaid <input type="checkbox"/> SUD Block Grant <input type="checkbox"/> OTHER: _____		<b>APPLICATION:</b> <input checked="" type="checkbox"/> RE Staff and Operations <input checked="" type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH / DD providers <input type="checkbox"/> DD providers <input type="checkbox"/> Other: _____		Last Revised Date: 9/6/16	Past Revised Dates:
Approved: <u><i>Kim Lyden</i></u> <i>Case</i> <u>11/2/16</u> Date: <u><i>B. G. Fox</i></u>			Required Reviewer: Director of UM & ME Medical Director		

**I. Purpose**

To ensure availability of a qualified, clinically competent, licensed clinician 24 hours per day, 365 days per year to provide emergency assessment, treatment recommendations and crisis intervention services to customers of Southwest Michigan Behavioral Health (SWMBH).

**II. Policy**

Crisis intervention, emergency assessment, evaluation, consultation and referral shall be available for all SWMBH customers or others residing in SWMBH participant Community Mental Health Service Providers (CMHSP) service areas who have urgent or emergent needs as a result of a mental illness, substance use disorder or intellectual/developmental disability. Services may be completed by telephone, in the office or in the community (local emergency department, jail, etc.).

**III. Standards and Guidelines**

- A. Response to request for services to individuals, families or associated others who are in a crisis episode shall be expedient and in accordance with Michigan Mental Health Code and Michigan Department of Health and Human Services (MDHHS) requirements.
  - 1. Assessment requested for an individual who is intoxicated shall occur after the individual's clinical and behavior presentation has been determined by the clinician to be appropriate for ability to participate in the clinical interview/evaluation. Assessment will not be denied based on an arbitrary measure, such as a BAC of a given number.
  - 2. Triage and prioritization will occur when multiple requests for emergency service present simultaneously.

### **SWMBH Operating Policy 12.3**

- B. Services provided and recommended are expected to correspond to assessed clinical needs and medical necessity, utilizing the least restrictive intervention to assure individual and public safety.
- C. A licensed mental health professional shall be scheduled to be on-call through each SWMBH participant CMHSP at all times of the day, each day of the year.
- D. Timely and thorough documentation of all service activities shall occur, within 24 hours of the contact.

#### **IV. Definitions**

Please refer to the policy manual definitions index for any unfamiliar terms.

#### **V. References**

Michigan Medicaid Provider Manual 2.5.A  
MDHHS/PIHP Contract  
Michigan Mental Health Code

#### **VI. Attachments**

None