




Section: <b>Clinical Practices</b>	Policy Name: <b>Emergency Mental Health Services</b>	Policy Number: <b>12.03</b>
Owner: <b>Manager of UM &amp; Call Center</b>	Reviewed By: <b>Elizabeth Guisinger, LPC, CAADC</b>	Total Pages: <b>3</b>
Required By: <input type="checkbox"/> BBA <input type="checkbox"/> MDHHS <input type="checkbox"/> NCQA <input type="checkbox"/> Other (please specify): _____	Final Approval By:  <small>Elizabeth Guisinger Sep 15, 2021 11:00 EDT</small>	Date Approved:  Sep 15, 2021
Application: <input checked="" type="checkbox"/> SWMBH Staff/Ops <input checked="" type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input checked="" type="checkbox"/> MH/IDD Providers <input type="checkbox"/> Other (please specify): _____	Line of Business: <input checked="" type="checkbox"/> Medicaid <input type="checkbox"/> Other (please specify): <input checked="" type="checkbox"/> Healthy Michigan                      _____ <input type="checkbox"/> SUD Block Grant <input type="checkbox"/> SUD Medicaid <input type="checkbox"/> MI Health Link	Effective Date: <b>1/1/2014</b>

**Policy:** Crisis intervention, emergency assessment, evaluation, consultation and referral shall be available for all Southwest Michigan Behavioral Health (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.).

**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 SWMBH.

**Scope:** Utilization Management department will ensure there is appropriate licensed behavioral health staff available 24 hours a day for customers within Region 4, SWMBH.

**Responsibilities:** CMHSPs will have licensed behavioral health staff available 24 hours per day to properly assess customers in emergent situations for crisis intervention services.  
SWMBH will have licensed behavioral health staff available to assess customers 24 hours per day to evaluate for emergent situations.

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



**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.
- 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.

**References:**

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

**Attachments:** None



### Revision History

Revision #	Revision Date	Revision Location	Revision Summary	Revisor
Initial	4/9/2019	Scope & Responsibilities	Not in previous policy	E. Guisinger
1	4/23/2020	NA	Annual Review	E. Guisinger
2	8/24/21	NA	Annual Review	L. Mitchell






# 12.03 Emergency Mental Health Services

Final Audit Report

2021-09-15

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