

Changes to the Behavioral Health Services Provider Manual

Summary of change: Effective July 14, 2022, the **Adult Crisis Response Services** and **Outpatient Therapy by Licensed Practitioners** chapters and **Appendix D** in the Louisiana Medicaid **Behavioral Health Services Provider Manual** have been revised and published.

Adult Crisis Response Services

Soft Launch

During initial implementation of MCR, BHCC and CBCS, LDH is allowing time for the providers to reach full capacity with regards to hours of operation and staffing. Specifically, during this time providers may have decreased:

- **Hours and days of operation**
- **Hours of availability for the medical director that should commensurate with the program's hours of operation; and**
- **Recognized Peer Support Specialist (RPSS).**

Provider Qualifications

Agency/Facility

To provide crisis response services, providers must meet the following requirements:

Licensure pursuant to La. R.S. 40:2151, et. seq. or La. R.S. 40:2180.12, et. seq.

- **NOTE: Providers that meet the provisions of La. R.S. 40:2151:** Providers that meet the provisions of La. R.S. 40:2154, et. seq. shall be licensed by LDH Health Standards as a Behavioral Health Service provider (BHSP) crisis intervention program in order to participate in the Louisiana Medicaid Program and receive Medicaid payments. LDH Health Standards has submitted a Notice of Intent to amend the provisions governing the licensing of behavioral health service providers in order to include provisions governing mobile crisis response providers. Once effective, mobile crisis response providers shall become licensed by LDH Health Standards as a BHSP mobile crisis response program in order to operate as a mobile crisis response provider, participate in the Louisiana Medicaid Program and receive Medicaid payments. Existing licensed BHSP crisis intervention programs shall be required to apply for the mobile crisis response program at the time of renewal of their current license.
- Ensures and maintains documentation that all persons employed by the organization complete training in the OBH approved Crisis Response curriculum-(See Appendix D).

Mobile Crisis Response (Effective 3/1/2022)

Components

Provide follow up to the member and authorized member's caretaker and/or family within twenty-four (24) hours as appropriate and desired by the member and up to seventy-two (72) hours to ensure continued stability post crisis for those not accessing higher levels of care or another crisis service, including but not limited to:

- Telephonic or face to face follow-up based on a clinical individualized need; and

<https://provider.healthybluela.com>

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LAHB-CD-004474-22 July 2022

- Additional calls/visits to the member following the initial crisis response as indicated in order to stabilize the individual in the aftermath of the crisis. If the member indicates no further communication is desired, it must be documented in the member's record.

Billing:

- Only direct staff face-to-face time with the member or family members may be billed for the initial response. MCR is a face-to-face intervention with the member present. Family or other collaterals may also be involved.
- The initial MCR dispatch per diem covers the first twenty-four (24) hours. Any follow up provided within the first 24 hours is included in the per diem. MCR follow-up services can only be billed for any additional follow up beyond 24 hours and up to 72 hours after dispatch.

Outpatient Therapy by Licensed Practitioners

Telehealth:

- Assessments, evaluations, individual psychotherapy, family psychotherapy, and medication management services may be reimbursed when provided via telecommunication technology.
- The LMHP is responsible for acting within the telehealth scope of practice as decided by their licensing board. The provider must bill the procedure code (CPT codes) with modifier "95", as well as the correct place of service, either POS 02 (other than home) or 10 (home). Reimbursement will be at the same rate as a face-to-face service.

Appendix D

Changed coaching to consultation.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Experience associate or call Provider Services at **844-521-6942**.