

Document ID: <u>AETAMA-081874</u>	Title: <u>AMA 7000.82 Louisiana Community Brief Crisis Support (CBCS) and Behavioral Health Crisis Care (BHCC) Services</u>	
Parent Documents:		
Effective Date: 03/01/2022	Last Review Date: 04/08/2024	Business Process Owner (BPO): Sr. Principal Clinical Ldr, CS AMA UM Leadership
Exhibit(s):		
Document Type: <u>Policy and Procedure</u>		

PURPOSE

The purpose of this policy is to define Aetna Better Health’s clinical requirements for the prior authorization of Community Brief Crisis Support (CBCS) and Behavioral Health Crisis Care (BHCC) services.

SCOPE

The scope of this policy applies to the Louisiana Prior Authorization staff and all colleagues processing Louisiana authorization requests for Community Brief Crisis Support (CBCS) and Behavioral Health Crisis Care (BHCC) Services.

POLICY

It is the policy of the plan that specific state directives are used when processing authorization requests for Community Brief Crisis Support (CBCS) and Behavioral Health Crisis Care (BHCC) Services. Louisiana state qualifications, authorization and documentation requirements must be met. It defines additional Louisiana state qualifications and authorization and documentation requirements.

STANDARD

Crisis response services are provided to form a continuum of care offering relief, resolution and intervention through crisis supports and services to decrease the unnecessary use of emergency departments and inpatient hospitalizations for members whose needs are better met in the community. These services are available twenty-four (24) hours a day, seven (7) days a week. Care coordination is a key element across all of these services, coordinating across the services and beyond depending on the needs of the member. Providers delivering these services will respond to crises by initiating the least restrictive response commensurate with the risk. This level of care involves supporting and collaborating with the member to achieve symptom reduction by delivering brief, resolution-focused treatment, problem solving and developing useful safety plans that will assist with community tenure. These services are intended for members with urgent mental health distress only.

Crisis response services are not intended for and should not replace existing behavioral health services. Rather crisis response services should be used for new or unforeseen crises not otherwise addressed in the member’s existing crisis plan. Unless directly referred to Community Brief Crisis Support (CBCS) by the managed care organization (MCO)/managed care entity (MCE), these services are not to be utilized as step down services from residential or inpatient psychiatric or Substance Use Disorder (SUD) treatment service settings and are not intended to substitute for already-approved and accessible Community Psychiatric Support and Treatment (CPST), Psychosocial Rehabilitation (PSR), or Assertive Community Treatment (ACT) services with a member’s already-established provider. For individuals under the age of 21, crisis services additionally are not intended to substitute for already approved and accessible home and

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community-based interventions as included on the plan of care (POC) for individuals enrolled in the Coordinated System of Care (CSoc) program. NOTE: The crisis response services outlined here are provided outside of the Mental Health Rehabilitation (MHR) crisis intervention services as defined in the MHR chapter of the Louisiana Medicaid Behavioral Health Services Provider manual. MHR crisis intervention services are intended for use by the members accessing CPST and PSR services. MHR providers are required to have crisis mitigation plans, which shall not include use of or referral to these crisis response services.

Community Brief Crisis Support (CBCS)

Community Brief Crisis Support (CBCS) services are an ongoing crisis response intended to be rendered for up to fifteen (15) days and are designed to provide relief, resolution, and intervention through maintaining the member at home/community, de-escalating behavioral health needs, referring for treatment needs, and coordinating with local providers. CBCS is a face-to-face, time limited service provided to a member who is experiencing a psychiatric crisis until the crisis is resolved and the member can return to existing services or be linked to alternative behavioral health services. As determined by the MCE, CBCS can also be provided to individuals who have experienced a presentation to an emergency department for a reason related to emotional distress. CBCS services are available twenty-four (24) hours a day, seven (7) days a week. CBCS services are not intended for and should not replace existing behavioral health services. Rather referrals for services occur directly from MCEs, Mobile Crisis Response (MCR), Behavioral Health Crisis Care (BHCC), or Crisis Stabilization (CS) providers as needed for ongoing follow up and care. This level of care involves supporting and collaborating with the member to achieve symptom reduction by problem solving and developing useful safety plans that will assist with community tenure.

Behavioral Health Crisis Care (BHCC)

Behavioral Health Crisis Care (BHCC) services are an initial or emergent psychiatric crisis response intended to provide relief, resolution and intervention through crisis supports and services during the first phase of a crisis for adults. BHCC Centers (BHCCC) operate twenty-four (24) hours a day, seven (7) days a week as a walk-in center providing short-term mental health crisis response, offering a community based voluntary home-like alternative to more restrictive settings, such as the emergency departments, or coercive approaches, such as Physician Emergency Certificates (PECs), law enforcement holds, or Orders of Protective Custody (OPC). BHCCC are designed to offer recovery oriented and time limited services up to twenty-three (23) hours per intervention, generally addressing a single episode that enables a member to return home with community-based services for support or be transitioned to a higher level of care as appropriate if the crisis is unable to be resolved¹.

Prior Authorization of Crisis Response Services

Community Brief Crisis Support (CBCS) requires prior authorization, is based on medical necessity, and is intended to assure ongoing access to medically necessary crisis response services and supports until the current crisis is resolved, or until the member can access

¹ LDH Behavioral Health Services Provider Manual, Section 2.3, Outpatient Services- Crisis Services, page 1,16, 19

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alternative behavioral health supports and services. The member's treatment record must reflect relief, resolution and problem solving of the identified crisis or referral to an alternate provider. Additional units may be approved with prior authorization.

Behavioral Health Crisis Care (BHCC) is an initial crisis service and is allowed without the requirement of a prior authorization in order to address the emergent issues in a timely manner, although providers are required to notify the Aetna Better Health when its member presents. BHCC is intended to provide crisis supports and services during the first twenty-three (23) hours of a crisis. If the referral is made from CBCS to BHCC, prior authorization is required.

Medical Necessity Criteria

The medical necessity for these rehabilitative services must be determined by and services recommended by an LMHP or physician to promote the maximum reduction of symptoms and/or restoration of a member aged twenty-one (21) years and over to his/her best age-appropriate functional level. The medical necessity criteria used to authorize CBCS and BHCC is the LDH Behavioral Health Services Provider Manual.

APPLICABLE CPT/HCPCS CODES

This policy applies the additional definitions, qualifications, criteria and documentation requirements to the procedure codes listed below. Listing of a code in this policy does not imply that the service described by the code is a covered or non-covered health service. Benefit coverage for health services is determined by federal, state, or contractual requirements and applicable laws that may require coverage for a specific service. The inclusion of a code does not imply any right to reimbursement or guarantee claim payment. Other Policies and Guidelines may apply.

CPT/HCPCS	Description
H2011 HK	COMMUNITY BRIEF CRISIS SUPPORT)
S9484 HK	BEHAVIORAL HEALTH CRISIS CARE - BHS LICENSE (BILLABLE FOR < 4 HOURS/DAY)
S9485 HK	BEHAVIORAL HEALTH CRISIS CARE - BHS LICENSE (BILLABLE FOR < 4 HOURS/DAY)
S9484 TG	BEHAVIORAL HEALTH CRISIS CARE - CRC LICENSE (BILLABLE FOR < 4 HOURS/DAY)
S9485 TG	BEHAVIORAL HEALTH CRISIS CARE - CRC LICENSE (BILLABLE FOR > 4 HOURS/DAY)

DEFINITIONS:

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Prior Authorization	Process in which providers must obtain approval from prior to services provided.

Aetna Better Health of Louisiana

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References/Resources

- 2023 Louisiana Medicaid Managed Care Organization Statement of Work
- Louisiana Department of Health (LDH) Behavioral Health Services Provider Manual, revised 02/26/24

EXHIBIT(S):