

KMAP GENERAL BULLETIN 18006

Crisis Intervention Services

Crisis Intervention (CI) services are provided to a participant who is experiencing a psychiatric crisis. CI is designed to interrupt and/or ameliorate a crisis experience, including a preliminary assessment, immediate crisis resolution and de-escalation, and referral and linkage to appropriate community services to avoid more restrictive levels of treatment. The goals of CI are symptom reduction, stabilization, and restoration to a previous level of functioning. All activities must occur within the context of a potential or actual psychiatric crisis. CI is a face-to-face intervention and may occur in a variety of locations, including an emergency room, clinic setting, or other community location where the participant lives, works, attends school, and/or socializes.

There are three tiers of CI provided to participants who are experiencing a psychiatric crisis and require assistance from another person to regulate their behavior. The three tiers are:

- Basic Crisis Intervention
- Intermediate Crisis Intervention
- Advanced Crisis Intervention

CI is provided based on the assessed needs of the participant in crisis. The individual needs are assessed by a community mental health center (CMHC) and identified in the participant's chart. A qualified mental health professional (QMHP) from the CMHC shall re-evaluate the need of crisis services for the participant every 72 hours or more frequently as needed.

For the safety of the participant and staff, H2011 may be billed concurrently with H2011HK or H2011HO, not to exceed three hours (for a total of six hours) when the need is identified. The need for this level of support must be documented in the participant's chart and be re-evaluated by a QMHP every 72 hours.

Note: The implementation of State policy by the KanCare managed care organizations (MCOs) may vary. The **KanCare Open Claims Resolution Log** on the KMAP [Bulletins](#) page documents the MCO system status for policy implementation and any associated reprocessing completion dates, once the policy is implemented.

For the changes resulting from this provider bulletin, view the updated *Mental Health Fee-for-Service Provider Manual*. In keeping with current policy and procedures, additional updates have been made in the manual.

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Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
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