

**KMAP GENERAL BULLETIN 17118**

**UPDATED Crisis Intervention Services**

Crisis Intervention (CI) services are provided to a beneficiary 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 or clinic setting, in addition to other community locations where the beneficiary lives, works, attends school, and/or socializes.

There are three tiers of crisis intervention (CI) provided to beneficiaries 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

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

Additional information regarding criteria, components, and provider qualifications will be available with the upcoming publication of the *Mental Health Provider Manual*.

**KMAP**

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Customer Service

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

**Amerigroup only:** To notify Amerigroup of crisis intervention utilization, send an encrypted [email](#). Include three identifiers for HIPAA: member name, date of birth, Amerigroup identification (ID) number, Medicaid ID number, Social Security number, and/or address. Indicate the date the crisis episode began **and whether the member was admitted to a crisis bed/house or has a crisis episode extending beyond 72 hours.**

DXC Technology is the fiscal agent of KMAP.