



Crisis Response Services Utilization Review Criteria

Crisis response services are an array of services provided to individuals experiencing a mental health crisis aimed at assessment and intervention to stabilize the member's level of functioning. A mental health crisis is defined as a "behavioral, emotional, or psychiatric situation which results in a high level of stress or anxiety for the individual or persons providing care for the individual and which cannot be resolved without intervention" (*Iowa Administrative Code [IAC] 441, section 24.20*).

Crisis stabilization community-based services

Crisis stabilization community-based services are short-term services designed to de-escalate a crisis situation and stabilize an individual experiencing a mental health crisis, provided where the individual lives, works or recreates (*IAC 441, section 24.20*).

All of the following criteria must be met for admission for crisis stabilization community-based services:

- The member is presenting active symptomology consistent with a mental health crisis.
- The mental health crisis is interfering with the member's activities of daily living.
- The factors leading to admission and/or the member's history of treatment suggest that the symptoms can be stabilized with crisis stabilization services within the community.
- The member does not require inpatient hospitalization but requires crisis stabilization services that may include medication, counseling, referral, peer support and linkage to ongoing services, not expected to exceed five days.

All of the following criteria must be met for continued-stay for crisis stabilization community-based services:

- The individual's condition continues to meet admission criteria for crisis stabilization.
- The individual's treatment does not require a more intensive level of care, and a less intensive level of care would not be sufficient to meet the individual's needs.
- There is a written stabilization plan that identifies the short-term strategy to stabilize the crisis developed by the provider in collaboration with crisis staff and the member.
- There is evidence the stabilization plan has been activated with interventions that are appropriate to stabilize the member's crisis.
- There is documented evidence of active discharge planning.

Crisis stabilization residential services

Crisis stabilization residential services are short-term alternative living arrangements designed to de-escalate a crisis situation and stabilize an individual experiencing a mental health crisis, provided in organization-arranged settings of no more than 16 beds (*IAC 441, section 24.20*).

The following criteria must be met for admission for crisis stabilization residential services:

- The individual meets all criteria for crisis stabilization community-based admission criteria.

- The stabilization of the member's mental health crisis can be better addressed in an organization-arranged crisis stabilization setting rather than the member's home.

The following criteria are required for continued stay for crisis stabilization residential services:

- The individual meets all criteria for crisis stabilization community-based continued stay criteria.
- The stabilization of the member's mental health crisis can be better addressed in an organization-arranged crisis stabilization setting rather than the member's home.

Mobile response services

Mobile response services are mental health crisis services provided onsite and face-to-face for an individual experiencing a mental health crisis. Mobile response staff has the capacity to intervene wherever the crisis is occurring, including but not limited to the individual's place of residence; an emergency room; a police station; an outpatient mental health setting; a school; a recovery center; or any other location where the individual lives, works, attends school or socializes.

The following criteria are required for admission for mobile response services:

- The member is presenting active symptomology consistent with a mental health crisis.
- The mental health crisis is interfering with the member's activities of daily living.
- The factors leading to admission and/or the member's history of treatment suggest that the symptoms can be stabilized with crisis stabilization services within the community.
- A crisis screening indicates that mobile response service is appropriate to be provided where the crisis is occurring.