

Overview of crisis services



Numerous crisis response services are available to members to help them: reduce admissions for high levels of care, stay in their community, prevent future crises, and integrate treating providers and natural support systems.

Crisis intervention services are provided as part of a comprehensive specialized psychiatric services program available to all Medicaid-eligible members with significant functional impairments.

Crisis intervention services are provided to a person who is experiencing or is at imminent risk of having a psychiatric crisis and are designed to interrupt and/or ameliorate a crisis including a preliminary assessment, immediate crisis resolution, and de-escalation. Services will be geared toward preventing the occurrence of similar events in the future and keeping the person as connected as possible with environment/activities. The goals of crisis intervention services are engagement, symptom reduction, and stabilization. All activities must occur within the context of a potential or actual psychiatric crisis. Below, you will find a list of benefits with a brief description.

Mobile crisis services

The goals of these services are engagement, symptom reduction, and stabilization. Services are provided to an adult or child who is experiencing or is at imminent risk of experiencing a psychiatric or substance use (behavioral health) crisis.

Services include:

- Telephonic triage and crisis response.
- Mobile crisis response.
- Telephonic crisis follow-up.
- Mobile crisis follow-up.

Adult crisis — residential

This is a short-term program (up to 28 days) designed to provide residential and support services to persons with symptoms of mental illness who are at risk of or experiencing a psychiatric crisis but do not pose a likelihood of serious harm to self and others:

- A Residential Crisis Support Program is for individuals who are experiencing symptoms of mental illness, psychiatric crisis, or challenges in daily life that create risk for escalation of psychiatric symptoms that cannot reasonably be managed in the person's home and/or community environment without on-site supports.
- An Intensive Crisis Residence Program is a residential treatment program for individuals who are experiencing a psychiatric crisis, which includes acute escalation of mental health symptoms. An intensive crisis residence may not have fewer than three beds and shall not exceed 16 beds.
- An Adult Treatment Residential Program is a rehabilitation-oriented residential program focused on interventions necessary to address an individual's functional and behavioral deficits, which must be resolved to access generic housing. This type of service may offer up to 48 beds.

Children and Family Treatment and Support Services (CFTSS) crisis intervention services

This program offers professional help at home or in the community when a child or youth is distressed and can't be managed by family, friends, and other supports. Get support and help with using crisis plans to de-escalate the crisis and prevent or reduce future crises.

Local and/or regional crisis response systems will integrate with:

- Crisis hotlines.
- Mobile crisis services.
- Emergency rooms.
- Comprehensive Psychiatric Emergency Programs (CPEPs).
- Residential crisis programs.
- Crisis stabilization centers.
- Behavioral health services and programs.

Learn more about Anthem programs
<https://providers.anthem.com/ny>

