
3.1 AMOUNT, DURATION, AND SCOPE OF ASSISTANCE (cont.)

(c) Community-Based Mobile Crisis Intervention Services – Rehabilitative Services Benefit

A Medicaid member (member) who is experiencing a suspected mental health and/or substance use disorder-related crisis is eligible for Community-Based Mobile Crisis Intervention Services. Community-Based Mobile Crisis Intervention Services include a toll-free hotline and a Mobile Crisis Response Team. The team provides timely intensive supports, stabilization of the crisis event, and time-limited rehabilitation intervention services intended to achieve crisis symptom reduction. In addition, the team will help facilitate restoration of the member to their baseline function and will maintain the member in their homes, whenever possible.

The toll-free crisis hotline services and Mobile Crisis Response Teams are available throughout the state and staffed 24 hours per day, seven days a week. Intensive support and stabilization services will be offered and delivered in person within the State's designated time-frame. Community-Based Mobile Crisis Intervention Services will be provided at the home, work, school, group care, and/or other natural setting of the member. Services will be tailored to meet the member's individualized needs. Community-Based Mobile Crisis Intervention Services cannot be delivered to a member who is currently admitted to an inpatient facility.

The Mobile Crisis Response Teams consist of Supervisory Staff, Clinical Staff, and Direct Care Staff who provide supervisory support, clinical support and direct crisis response services. Community-Based Mobile Crisis Intervention Services include the following components:

- mental status exam
- brief screening and assessment
- short-term intervention
- crisis safety planning
- brief counseling
- coordination and consultation with additional qualified providers

Community-Based Mobile Crisis Intervention Services will assist with the specific crisis, and provide referrals to and/or linkages with other mental health and/or substance use services or organizations. The provider organization providing services will be responsible for helping to ensure clinically appropriate follow-up occurs including documentation of follow-up with the member and/or family/caregiver/guardian within 24 hours of initial contact/response and up to 8 weeks post-contact/response.

In the event that the member cannot be stabilized by the responding mobile crisis team in the community, services may also include facilitation of a safe transition to a higher level of care. The transition may include, but is not limited to, warm hand-offs and coordinating transportation when and only if situations warrant transition to other locations and/or higher levels of care.

TN: 22-0013	Approval Date:	Effective Date: 01/01/2023
Supersedes: new		

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: West Virginia

Supplement 2 to Attachment 3.1-A and 3.1-B

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Community-Based Mobile Crisis Intervention Services are to be provided for purposes of making progress towards the following clinical goals:

- helping members return to previous levels of functioning
- helping members develop coping mechanisms to minimize or help prevent a future crisis
- helping prevent unnecessary institutionalization of members.

Provider Qualifications

Community-Based Mobile Crisis Intervention Services are provided by multi-disciplinary Mobile Crisis Response Teams composed of at least three individuals including, at a minimum, one Supervisory Staff with experience in crisis response, and two Direct Care Staff. Mobile Crisis Response Teams shall have access to at least one Clinical Staff resource. Any Community-Based Mobile Crisis Intervention Service described herein may be provided to a member by any qualified provider type described below, subject to any limitations on scope of practice and requirements for access to supervisory clinicians.

- **Supervisory Staff:** Clinical Supervisor: Community-Based Mobile Crisis Intervention Services shall be delivered directly by, or under the supervision of a Clinical Supervisor who must be licensed under at least one of the following licensure categories:
 - Physician; OR
 - Non-physician practitioner (NPP) e.g., Registered Nurse (RN), Advance Practice Registered Nurse (APRN), Physician Assistant (PA) or equivalent; OR
 - A Licensed Psychologist or Supervised Psychologist; OR
 - A Licensed Graduate Social Worker (LGSW) or Licensed Certified Social Worker (LCSW) or Licensed Independent Clinical Social Worker (LICSW), or Licensed Professional Counselor (LPC) or Advanced Alcohol Drug Counselor (AADC) who has the authority to provide, or supervise the provision of, these services.
- **Clinical Staff:** Masters level clinical resource: Mobile Crisis Response Teams shall, on an as-needed basis, have access to a Masters level or higher level Clinical resource who shall hold a Master's degree in Counseling, Social Work, or Psychology and who shall have two years of experience in behavioral health services. The Clinical Supervisor may serve as the clinical staff component of the Mobile Crisis Response Team.
- **Direct Care Staff:** Crisis Specialist: Crisis Specialists are members of the Mobile Crisis Response Team who provide direct crisis response services. Crisis Specialists must hold at minimum a Bachelor's degree in a human services (in social work, psychology, sociology or other human services field) with one year of documented experience working with this population. A Clinical

TN: 22-0013	Approval Date:	Effective Date: 01/01/2023
Supersedes: new		

Supervisor and/or a Master's level clinical resource may directly provide Community-Based Mobile Crisis Intervention Services.

Mobile Crisis Response Teams may also include the following provider types:

- **Parent Peer Mentor:** A Parent Peer Mentor must either have lived experience parenting children or youths with social, emotional, behavioral, or substance use challenges, or possess a bachelor's degree in a behavioral health or related human services field. The individual will complete specialized training to support parents and caregivers.
- **Youth Peer Mentor:** The Youth Peer Mentor must have either lived experience of recovery from mental health disorders or an associate degree in a behavioral health or related human services field. He or she will complete formal training or education in peer recovery support. The peer mentor must be 18 years of age or older.

All Community-Based Mobile Crisis staff must successfully complete a criminal background check and child abuse registry check.

Provider Agency Qualifications

Organizational provider types eligible to provide Mobile Crisis Intervention Services include:

- Licensed Behavioral Health Centers
- Comprehensive Mental Health Centers
- Federally Qualified Health Centers
- Certified Community Behavioral Health Centers

TN No.: 21-0013	Approval Date:	Effective Date:
Supersedes: 17-002		01/01/2023