



COMMONWEALTH of VIRGINIA

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Crisis Services Administrative Instructional Memo: Mobile Crisis Process Changes Effective December 15, 2023

Summary

Virginia is transforming its behavioral health crisis system into a fully integrated, statewide continuum of services based on the Crisis Now Model. Ensuring that every Virginian in crisis has someone to call, someone to respond, and somewhere to go is also a critical element of Governor Youngkin's *Right Help, Right Now* plan to transform behavioral healthcare in Virginia.

The purpose of this memo is to communicate upcoming process changes to steps providers must take for Mobile Crisis Response in addition to other crisis system goals and updates.

General Crisis System Updates and Goals

- The dispatch function of Virginia Crisis Connect (formerly the Crisis Data Platform) is now functional in all five regions.
- As of January 1, 2024, private insurance will be required to cover Mobile Crisis Response (H2011) as well as residential crisis stabilization units.
 - DBHDS is working with DMAS, MCOs, commercial state-regulated health plans, and the Virginia Association of Health Plans, and will collaboratively provide information to providers in support of effective reimbursement.

Impact on Mobile Crisis Response Service

The current requirements of all Virginia Medicaid providers of Mobile Crisis Response, per the [DMAS Mental Health Services Manual, Appendix G: Comprehensive Crisis and Transition Services \(08/21/2023\)](#), include:

- The provider must engage with the DBHDS crisis data platform (currently known as Virginia Crisis Connect) as required by DBHDS.
- The registration form must be submitted with the required DBHDS crisis data platform (currently known as Virginia Crisis Connect) reference number.

- Mobile Crisis Response providers must have an active, DBHDS approved Memorandum of Understanding (MOU) with the regional crisis hubs via DBHDS.¹
- As has been in place since December 1, 2021, providers are not required to be in network with the Managed Care Organizations (MCOs) in order to receive payment. Providers should ensure they are familiar with the billing requirements for each MCO. More information on billing requirements will be included in a separate bulletin from DMAS.

The above DMAS requirements are not changing; however, further development of the crisis system will change how Mobile Crisis Response is deployed to individuals and how providers participate in the statewide crisis system.

These process changes will go into effect **December 15, 2023**, and are in alignment with the current MOU which states, “It is fully recognized by all partners in this process that the system is in development and that protocols will be updated and refined on a continuous basis, in alignment with developments in other areas of the crisis system.”

As of December 15, 2023:

- The 988 Call Center, regional crisis hub, or their contractors will assess each call to determine if a Mobile Crisis Response is indicated.
- Mobile Crisis Response will be dispatched only by the 988 call centers or regional crisis hubs after a determination is made.
- Providers will not be able to register Mobile Crisis Response cases directly in Virginia Crisis Connect.
- Providers of Mobile Crisis Response will be dispatched to referrals via Virginia Crisis Connect.
- The Mobile Crisis Response provider dispatched by the 988 Call Center or regional crisis hub to an individual will be based on provider proximity and ability to respond in a timely manner.

To prepare for this process change it is recommended that providers:

- Support communication to Virginians regarding access to crisis services using 988 and regional crisis lines. Please go to 988va.org for more information, including marketing materials.
 - Ensure all staff are aware that **as of December 15, 2023:**
 - Mobile Crisis Response **will not be reimbursable unless the referral came from the 988 call center or regional crisis hub**, and
 - The Virginia Crisis Connect platform will not generate a reference number for providers (unless the referral comes from the 988 Call Center or mobile regional crisis hub).
- Review training videos and materials posted on Virginia Crisis Connect. In the “Support” section on the lefthand menu go to “Guides.” Current relevant materials are the Mobile Dispatch User Guide and the Mobile Dispatch Module training video. More resources and trainings will be provided in coming weeks.

¹ This requirement does not apply to CSBs that act as the regional hub or CSBs providing only emergency services pursuant to § [37.2-800 et. seq.](#) and § [16.1-335 et seq.](#) of the Code of Virginia.

- Attend the live statewide webinar hosted by DBHDS, in coordination with DMAS, on November 16, 2023, from 11am – 1pm. Any interested provider or stakeholder will be able to attend. Once the webinar is completed, the video will be posted and shared widely for reference.
 - [Webinar Link](#)
 - Webinar Number: 2425 440 1445
 - Webinar Password: eMducvWE773 (36382893 from phones and video systems)
 - Join by Phone: 1-866-692-4530
 - Access Code: 242 544 01445
- Attend regional specific webinars, which will be scheduled in early December. Dates, times, and information will be shared in coming weeks.
- Ensure active MOUs are in place with any region where you provide or would like to provide Mobile Crisis Response. As a reminder, a response within one hour is required and teams will be dispatched based on proximity to the location of the crisis.
- In addition, if you have any questions about these changes, please email crisis_services@dbhds.virginia.gov.

Thank you for your commitment to Virginia’s comprehensive crisis system and for providing these vital services to Virginians. We look forward to continuing to partner with you and working through these vital system refinements. Providers who would like to discuss how to engage with the CSB Regional Crisis Hubs, or how they may transition to other services in the crisis continuum, can contact the DBHDS Crisis Services Division at the above email.