**Crisis Intervention Services (CIS )- Technical Guidance for Case Managers**

**Crisis Intervention Services in the MaineCare Benefits Manual Section 21 Chapter II Section 21.05-8:**

**Crisis Intervention Services** are direct intensive supports provided to members who are experiencing a psychological, behavioral, or emotional crisis. The scope, intensity, duration, intent and outcome of Crisis Intervention must be documented in the Personal Plan. Crisis Intervention is commonly provided on a short-term intermittent basis.

Emergency Crisis Intervention services must be authorized by a primary designated DHHS representative without the Personal Plan documentation this is permitted for a period of two weeks only. Outside of regular business hours, a secondary designated DHHS representative may authorize Crisis Intervention until the next business day only. Ongoing Crisis Intervention services must be recommended by the Planning Team and documented in the Person Plan before the DHHS will authorize any further services for reimbursement.

Progress notes must indicate that Crisis Intervention services were provided, even if the services are provided in conjunction with Home Support and /or Community Support services.

Crisis Intervention services may only be provided by staff employed or contracted by an approved provider enrolled in MaineCare.

**Process for requesting CIS:**

* If the crisis is taking place outside of business hours, the provider contacts DS Crisis at 1-888-568-1112. If the DS Crisis staff determines that the crisis requires additional support, they will approve CIS until the next business day. DS Crisis staff will then notify the Resource Coordinator of this approval.
* During business hours (8:00am-5:00pm), Case Manager contacts the Clinical Review Team (CRT) to request CIS by phone (287-8303) and/or by e-mail at [CRT-OADS.DHHS@Maine.gov](mailto:CRT-OADS.DHHS@Maine.gov).
* Case Manager should be prepared with information relating to the crisis at hand, as well as specific hours being requested by the provider.
* CRT member will gather basic information about the situation from the Case Manager before conducting a review of the member’s EIS record, including recent reportable events.
* The Case Manager will be contacted back by the CRT with a decision regarding requested hours. If approved, the initial authorization for crisis hours will be for a period of up to 2 weeks.
* CRT will notify the Resource Coordinator and an authorization will be entered for the approved number of CIS hours.
* ***If Crisis Intervention Services are needed beyond the 2-week window of initial approval, the Case Manager must:***
  + Bring together the team to discuss the crisis and plan for ongoing needs
  + Ensure that information from the team meeting is documented in EIS
  + Contact the CRT to request an extension

**FAQ’s:**

* Who is authorized to provide Crisis Intervention Services?

Crisis Intervention Services can be provided by the member’s home provider or any agency that provides a service to the member. The individual working with the member must be a trained DSP. Crisis intervention services are meant to be utilized in order to provide additional staffing to the member.

* What are the CRT business hours?

Business hours for contacting the CRT will be between 8:00am and 5:00pm Monday-Friday. If the Department is closed due to inclement weather or a holiday, or if you have difficulty reaching someone after 4:00pm, please contact Crisis After hours.

* Who calls the CRT if the Case Manager is unavailable?

The Case Management Supervisor can be contacted regarding the member and their crisis and they can reach out to the CRT member to request Crisis Intervention Services.

* What do I give the CRT for information regarding the member and their crisis?

Basic information should include but is not limited to:

1. What is the crisis?
2. Recurring behaviors/pattern?
3. Expected duration and/or number of hours needed?
4. What is Crisis Intervention Services to be utilized for?

* How do we determine the anticipated duration of crisis services?

For requests to extend CIS beyond the initial 2-week authorization, the Planning Team convenes to hold a team meeting where they discuss the available options for the member and make a collaborative recommendation as to how long Crisis Intervention Services will be needed.

**Questions or Comments, please contact:**

The Clinical Review Team (CRT)

Phone: (207) 287-8303

Email: [CRT-OADS.DHHS@maine.gov](mailto:CRT-OADS.DHHS@maine.gov)