


DBHDS/DMAS Mobile Crisis Response Webinar

November 16, 2023

1

1

- This webinar is being recorded and will be posted to the DMAS website along with a PDF version of the slide presentation. It can also be found on DMAS' YouTube Channel, "Virginia Medicaid."
- All participants are muted.
- The chat function will remain enabled throughout the presentation but will not be monitored for questions.
- Please use the Q&A function for any questions that you have during the presentation.
 - The DBHDS/DMAS team will be collecting these questions to assist with developing a FAQ that will be posted to the DMAS and DBHDS websites at a later date.
 - Some questions may be answered by DBHDS or DMAS staff via the Q and A function during the presentation.
- To show captions, click **Show closed captions**  on the lower left of the screen.

11/16/2023

DBHDS/DMAS Mobile Crisis Response Webinar

2

2



Introductions



J. Curt Gleeson, LPC

Assistant Commissioner, Crisis Services
Department of Behavioral Health and
Developmental Services



Bill Howard, LCSW

Director, Crisis Services Operations
Department of Behavioral Health and
Developmental Services



Dr. Lisa Jobe-Shields, LCP

Behavioral Health Division Director
Department of Medical Assistance Services



Laura Reed, LCSW

Behavioral Health Senior Program Advisor
Department of Medical Assistance Services



Agenda

- Crisis System Overview
- Summary of Upcoming Process Change
- What is a Regional Hub
- Training Information
- Virginia Crisis Connect User Roles
- Summary of DMAS Bulletin
- FAQs
- Next Steps



February 24, 2020

National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit
Knowledge Informing Transformation

Core Services and Best Practices

In this section, we define essential elements of effective, modern, and comprehensive crisis care along with the actions needed to bring those services to communities across the United States. The following represent the *National Guidelines for Crisis Care* essential elements within a **no-wrong-door** integrated crisis system:

1. **Regional Crisis Call Center:** Regional 24/7 clinically staffed hub/crisis call center that provides crisis intervention capabilities (telephonic, text and chat). Such a service should meet National Suicide Prevention Lifeline (NSPL) standards for risk assessment and engagement of individuals at imminent risk of suicide and offer air traffic control (ATC) - quality coordination of crisis care in real-time;
2. **Crisis Mobile Team Response:** Mobile crisis teams available to reach any person in the service area in his or her home, workplace, or any other community-based location of the individual in crisis in a timely manner; *and*
3. **Crisis Receiving and Stabilization Facilities:** Crisis stabilization facilities providing short-term (under 24 hours) observation and crisis stabilization services to all referrals in a home-like, non-hospital environment.

11/16/2023

DBHDS/DMAS Mobile Crisis Response Webinar

5

5

Someone to Call



Crisis Call Centers

When someone calls 988, a trained crisis worker will provide support such as safety planning, referrals, and a listening ear. If needed, crisis workers can be connected to the full continuum of services. Through Virginia's co-responder initiative (Marcus Alert) appropriate calls to 911 can be routed to the 988 call centers.

Someone to Respond



Mobile Crisis

Mobile crisis teams are deployed in real-time, 24 hours a day, to the location of the individual experiencing a behavioral health crisis. These rapid responders provide on-scene evaluation, intervention, and connection to follow-up resources.

Somewhere to Go



Crisis Stabilization Sites

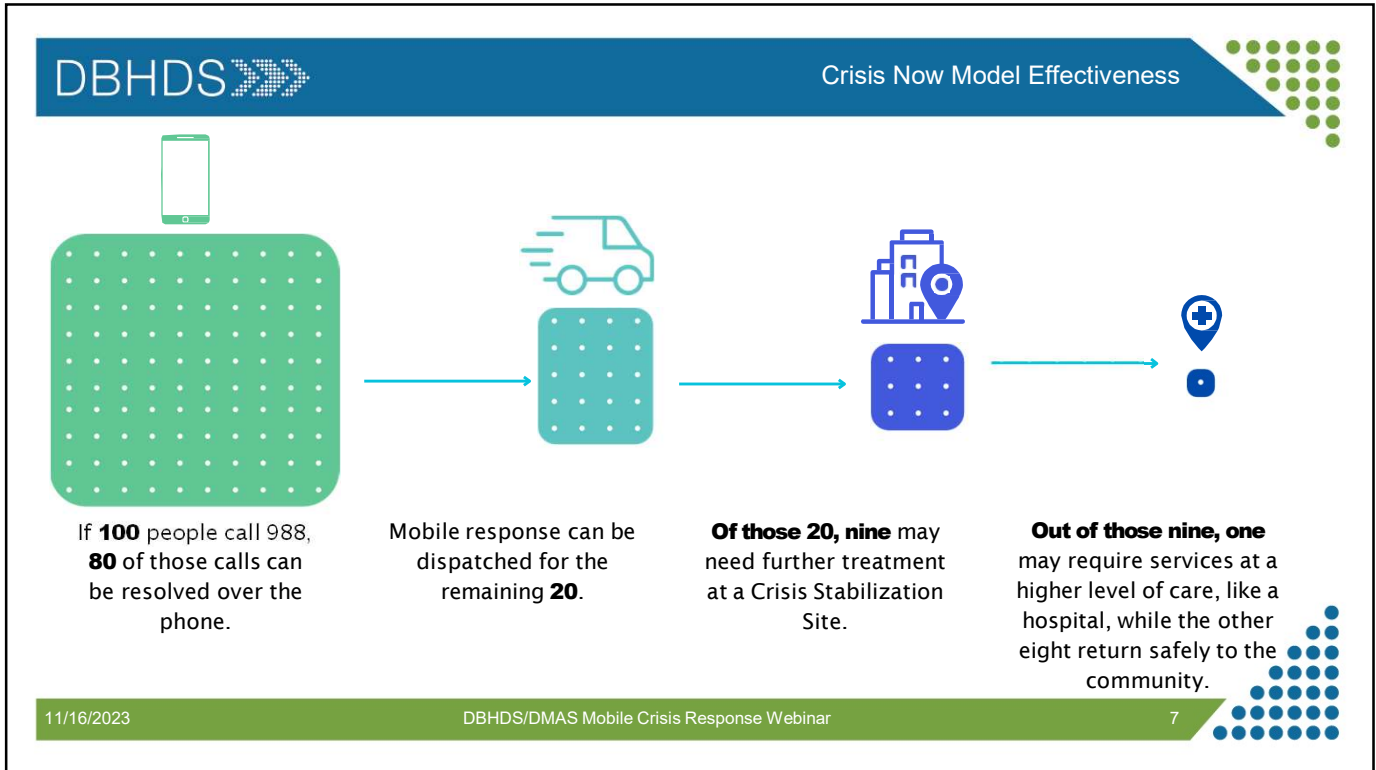
23-hour Crisis Receiving Centers and short-term residential Crisis Stabilization Units provide a safe, secure community-based environment for assessment, resources, and emergent crisis treatment.

11/16/2023

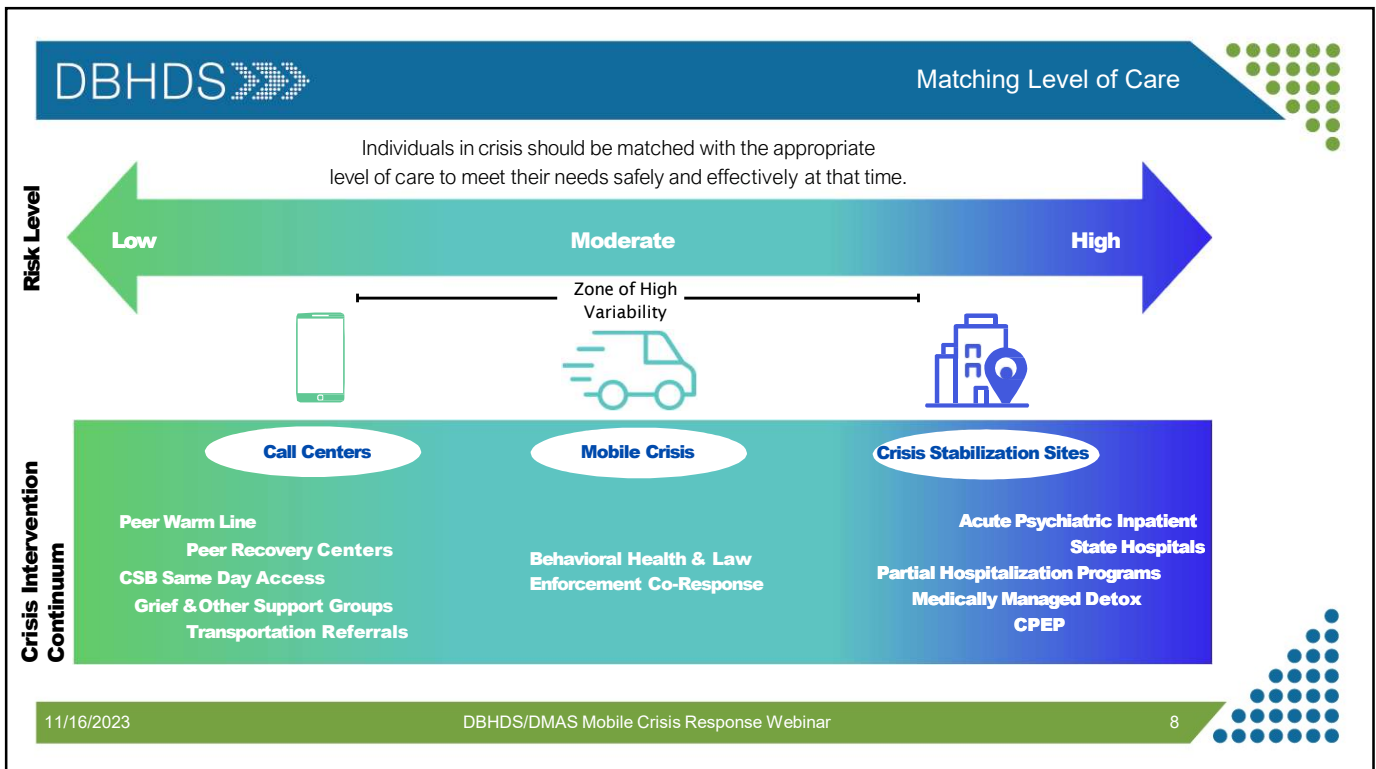
DBHDS/DMAS Mobile Crisis Response Webinar

6

6



7



8

- § 37.2-311.2. Powers and duties of crisis call center
 - A. The crisis call center established by the Department pursuant to § 37.2-311.1 shall provide crisis intervention services and crisis care coordination to individuals accessing the NSPL from any jurisdiction in the Commonwealth 24 hours a day, seven days a week.
 - Item 5 – “Deploy crisis and outgoing services, including mobile crisis teams and community care teams.”

- § 9.1-193. Mental health awareness response and community understanding services (Marcus) alert system; law-enforcement protocols.

- § 37.2-311.1. Comprehensive crisis system; Marcus alert system; powers and duties of the Department related to comprehensive mental health, substance abuse, and developmental disability crisis services.



February 24, 2020

National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit
Knowledge Informing Transformation

Core Services and Best Practices

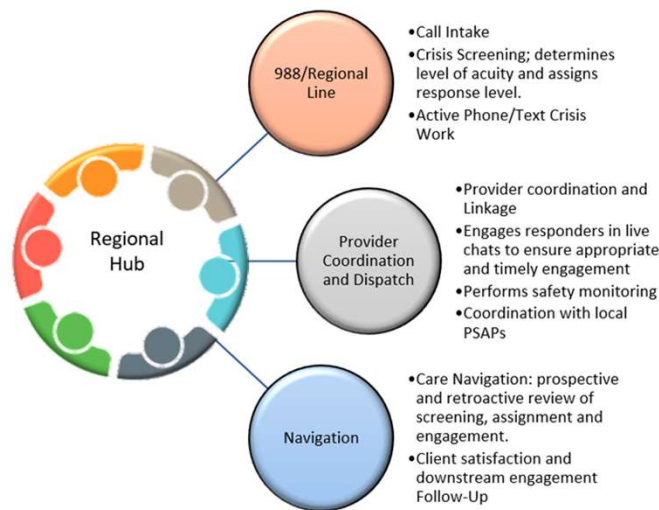
In this section, we define essential elements of effective, modern, and comprehensive crisis care along with the actions needed to bring those services to communities across the United States. The following represent the *National Guidelines for Crisis Care* essential elements within a **no-wrong-door** integrated crisis system:

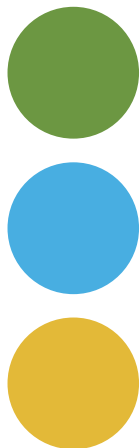
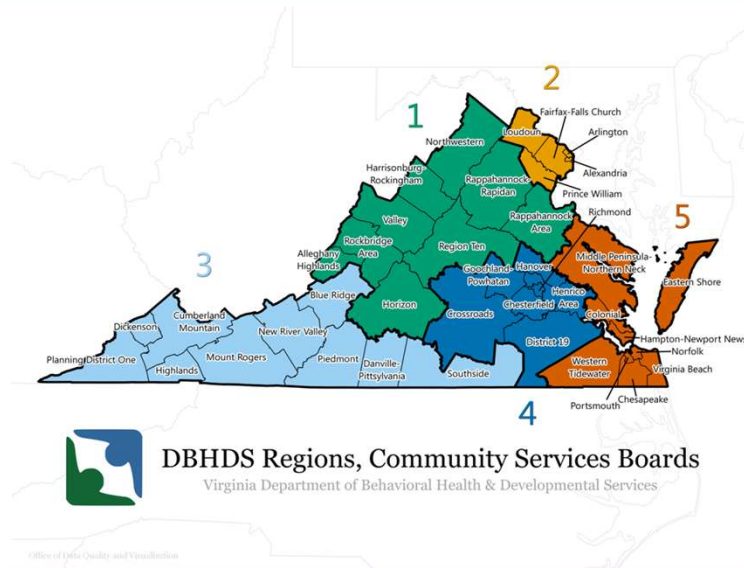
1. **Regional Crisis Call Center:** Regional 24/7 clinically staffed hub/crisis call center that provides crisis intervention capabilities (telephonic, text and chat). Such a service should meet National Suicide Prevention Lifeline (NSPL) standards for risk assessment and engagement of individuals at imminent risk of suicide and offer **air traffic control (ATC)** - quality coordination of crisis care in real-time;
2. **Crisis Mobile Team Response:** Mobile crisis teams available to reach any person in the service area in his or her home, workplace, or any other community-based location of the individual in crisis in a timely manner; *and*
3. **Crisis Receiving and Stabilization Facilities:** Crisis stabilization facilities providing short-term (under 24 hours) observation and crisis stabilization services to all referrals in a home-like, non-hospital environment.

Virginia is transforming its behavioral health crisis system into a fully integrated, statewide continuum of services based on the Crisis Now Model, to ensure that every Virginian in crisis has someone to call, someone to respond, and somewhere to go. Consistent with SAMHSA's best practice model, the 988 crisis call centers will be our central point of "air traffic control."

As of December 15, 2023:

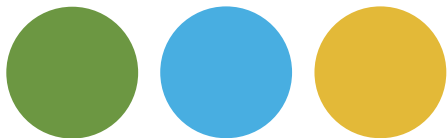
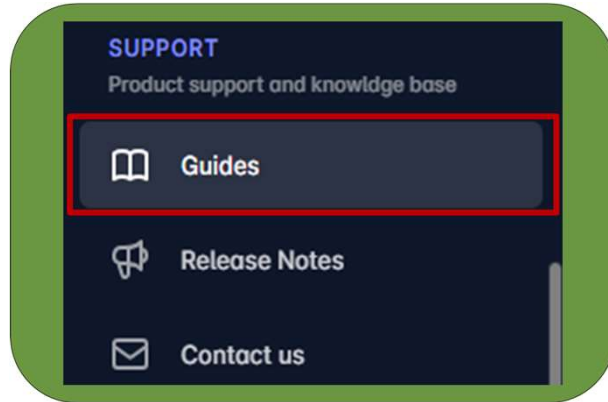
- The 988 Call Center, regional crisis hub, or their contractors will assess each call to determine if a Mobile Crisis Response is indicated.
- Mobile Crisis Response will be dispatched only by the 988 call centers or regional crisis hubs after a determination is made.
- Providers will not be able to 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.



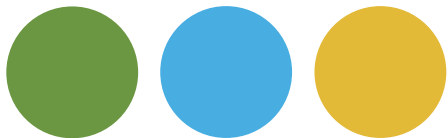
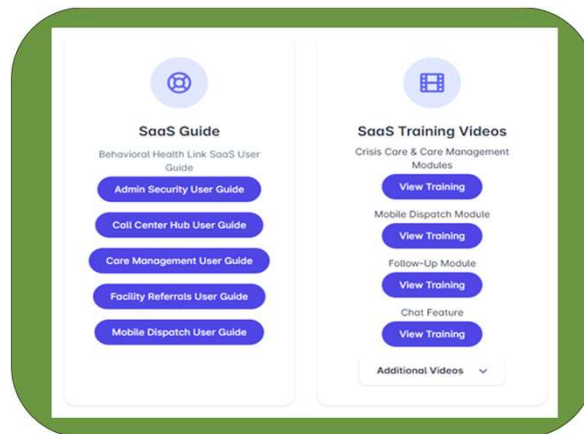


- Train the Trainer sessions will be scheduled via Calendly.
- Each agency should have received a spreadsheet to identify trainers that need to attend the training session.
- Sessions will be approximately two hours long and conducted by Behavioral Health Link.
- An email will go out to trainers to identify mobile team members in the coming days.

1. To access training guides, log in to your link account using www.behavioralhealthlink.com
2. Scroll down on the menu bar, located on the left-hand side of your screen until you have located Support
3. Under support, select Guides.

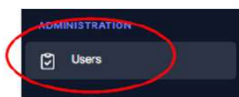


Once you have selected guides, [SaaS Guide](#) and [SaaS Training Videos](#) will display on your screen, with a variety options to choose from.



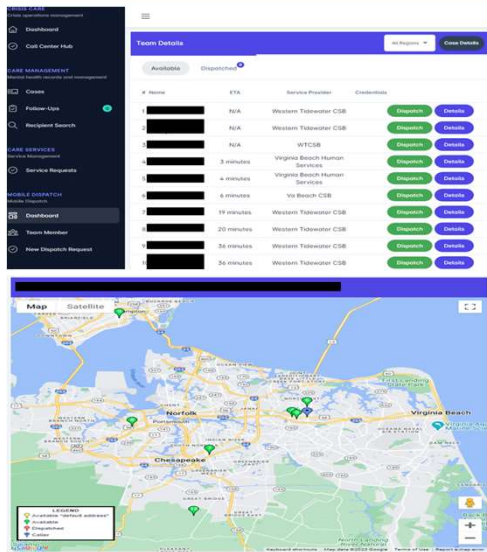


1. On the left navigation menu within the system scroll and select the 'Users' tab located under the Administration module as depicted below.



2. Conduct a search for the user first, by entering their name, email, or phone number.
3. If no records for the user is found, select the 'Add' button to add them.
4. Enter the user's information into each of the RED highlighted fields.
5. Select a role for the user from the drop list (See next slide for additional information).
6. Hit 'save' at the bottom right corner of the page. If this was a new user, they will receive a system-generated email to login. Advise them to sign in using their email address as the username and select 'forgot password' to set up a new password.

- **Call Center Lead** - This role is for the Call Center hub managers, who can add users from their organization.
- **Call Center Agent** - This role is for staff of one of the hub call centers.
- **Regional Lead** - This role is for administrators of user accounts who can view ALL cases for their service provider.
- **Regional Crisis Agent** - This role is for an agent supporting REACH who can self-dispatch to cases.
- **ES Lead** - This role is for Emergency Services Managers.
- **ES Agent** - This role is for emergency services staff members.
- **Provider Account Admin** - This role is for administrators of user accounts for a service provider.
- **Provider Agent** - This role is for staff of a service provider who are assigned cases.
- **Provider Billing** - This role is for someone who supports the billing for a provider.
- **Mobile Dispatcher** - This role is for someone who dispatches mobile team members for their provider.
- **Mobile Team Member** - This role is for someone on the mobile team who are dispatched to a case.
- **Care Navigator** - This role is for someone who will be assigned to conduct a follow-up on cases.
- **Facility Account Admin** - This role is for a crisis bed facility user account administrator.
- **Facility Admin** - This role is for a crisis bed facility administrator of their bed waiting list & bed criteria.
- **Facility User** - This role is for staff of a crisis bed facility who handle bed referrals.



Within the current version of the platform, most users are a Provider Agent.

- **Provider Agent:** This role can view their cases and create, update, and attach documents to a service request.

Within the new version of the platform, Provider Agents will instead be a Provider Account Admin or a Mobile Team Member.

- **Provider Account Admin** - This role is for administrators of user accounts for a service provider.
- **Mobile Team Member:** This role can respond to mobile dispatches.

DBHDS
DMAS Information

Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219
https://dmas.virginia.gov
MEDICAID BULLETIN

Last Updated: 11/09/2023

Mobile Crisis Response (H2011) process changes effective December 15, 2023 per Department of Behavioral Health and Developmental Disabilities (DBHDS) Administrative Instructional Memo

The purpose of this bulletin is to notify providers that DMAS will be updating the [Comprehensive Crisis and Transition Services Appendix \(Appendix G\) of the Mental Health Services Manual](#) to include a link to the DBHDS November 1, 2023 Administrative Instructional Memo titled "Crisis Services Administrative Instructional Memo: Mobile Crisis Process Changes Effective December 15, 2023", available [here](#).

DMAS is collaborating with DBHDS, regional mobile crisis hubs, and Medicaid Managed Care Organizations (MCOs) to ensure coordinated care and access to crisis services during the implementation of these changes. These changes go into effect December 15, 2023.

The below language, included in table #1, from the [Comprehensive Crisis and Transition Services Appendix \(Appendix G\) of the Mental Health Services Manual](#) requires that Mobile Crisis Response providers adhere to DBHDS requirements for Mobile Crisis Response services in order to receive reimbursement, which includes requirements outlined in the November 1, 2023, DBHDS notice to Mobile Crisis Response providers.

No changes to DMAS policy.

In order to be reimbursed, providers must follow all related policies in the DMAS Mental Health Services Manual to include the following but not limited to:

1. The provider must engage with the DBHDS crisis data platform as required by DBHDS.
2. The registration form must be submitted with the required DBHDS crisis data platform reference number.
3. Mobile Crisis Response providers must have an active, DBHDS approved Memorandum of Understanding with the regional crisis hubs via DBHDS. This requirement does not apply to CSBs that act as the regional hub or CSBs providing only emergency services pursuant to section §37.2-800 et. seq. and section §16.1-335 et seq. of the Code of Virginia.
4. Mobile Crisis Response providers must be licensed by DBHDS as a provider of Outpatient Crisis Stabilization services and be enrolled as a provider with DMAS.
5. Mobile Crisis Response providers must follow all general Medicaid provider requirements specified in Chapter II of this manual and complete DBHDS training for this service as required by DBHDS.

11/16/2023
DBHDS/DMAS Mobile Crisis Response Webinar
21

21

DBHDS

What To Expect


- Train the Trainer sessions will be scheduled via Calendly.

- Each agency should have received a spreadsheet to identify trainers that need to attend the training session.

- Sessions will be approximately two hours long and conducted by Behavioral Health Link.
- An email will go out to trainers to identify mobile team members in the coming days.

11/16/2023
DBHDS/DMAS Mobile Crisis Response Webinar
22


22



Questions and Answers

11/16/2023 DBHDS/DMAS Mobile Crisis Response Webinar 23

23



Thank you for your partnership, support, and participation.

- This webinar was recorded and a link will be posted to the DMAS website along with a PDF version of the slide presentation. The presentation can also be accessed on DMAS' YouTube channel, "Virginia Medicaid."
- The DBHDS/DMAS team is collecting these questions to assist with developing a FAQ that will be posted to the DMAS and DBHDS websites at a later date.
- Please contact the DMAS BH Division at enhancedBH@dmass.virginia.gov for questions solely related to DMAS policy.
- Please contact the DBHDS Crisis Division for questions related to dispatching of mobile crisis teams, MOUs, Crisis Connect or training: crisis_services@dbhds.virginia.gov

11/16/2023 DBHDS/DMAS Mobile Crisis Response Webinar 24

24