

## **Outpatient Crisis – Adult, Adolescent and Child Mental Health**

### **Definition**

Outpatient Crisis services offer short-term, (not to exceed 5 services per client, per year) intense intervention aimed at assisting the individual and/or family experiencing a life-threatening or traumatic event, with perceived urgent/emergent conditions, or upon release from a 24-hour treatment setting or partial hospitalization. Outpatient Crisis services are intended to assure that individuals and families receive needed immediate treatment intervention, when it is needed and where it is needed. For children and adolescents, active family involvement and/or family therapy are expected unless contraindicated. Services must be trauma informed and sensitive to potential personal safety risks such as suicidal intention

### **Policy**

Crisis services are available to children, adolescents, and adult members eligible for NMMCP and may be provided as individual and/or family therapy.

### **Licensing**

A facility license is not required for the provision of outpatient therapy.

### **Program Requirements**

Refer to the program standards common to all levels of care for general requirements. The use of Crisis sessions must be authorized with the managed care entity at the time of or within one business day of the crisis session. Members utilizing Crisis sessions will be appropriately referred and their treatment coordinated by the crisis provider.

### **The agency must have written policies and procedures related to:**

Refer to the “Standards Common to all Levels of Care” for a potential list of policies generally related to the provision of mental health and substance abuse treatment. Agencies must develop policies to guide the provision of any service in which they engage clients, and to guide their overall administrative function.

### **Features/Hours**

Outpatient Crisis services are limited to 5 sessions per year, per member.

### **Staffing**

Staff, licensed to practice in the State of Nebraska, enrolled with Nebraska Medicaid, contracted and credentialed with the managed care entity, and acting within their scope may provide this service and include:

- Licensed Mental Health Practitioner (LMHP)
- Provisionally Licensed Mental Health Practitioner (PLMHP) as approved
- Licensed Independent Mental Health Practitioner (LIMHP)
- Licensed Psychologist
- Provisionally Licensed Psychologist as approved
- Psychiatrist
- Advanced Practice Registered Nurse (APRN)

### **Assessment/Evaluation**

No formal assessment is required to obtain this service but it is expected that the individual and/or family will be appropriately referred.

### **Treatment Planning**

The intervention/safety plan identifies the crisis with steps for further resolution, outlines an individualized safety plan for the client and/or family, and identifies additional formal and informal supports. The clinician will assist in making appropriate referrals,

### **Special Procedures**

None allowed.

## **Clinical Guidelines: Outpatient Crisis – Adult, Adolescent and Child (Managed Care only service)**

### Referral Guidelines

*At least one of the following:*

1. The individual or family has experienced an event or circumstance that is perceived to be of an urgent nature.
2. The individual has experienced a severe or potential life-threatening and traumatic experience which requires assessment, counseling, and/or referral.
3. The individual has been discharged from a 24-hour treatment setting or partial hospitalization and has an urgent need for this treatment.

### Exclusion Guidelines

1. The individual has exhausted the available five Crisis sessions for the calendar year.
2. The member is not in crisis and has on-going therapy authorizations.

### Continued Stay Guidelines

NA

### Discharge Guidelines

***Any one*** of the following guidelines is sufficient for discharge from this level of care:

1. The individual's/family's documented crisis has lessened and appropriate referrals have been made.
2. Consent for service is withdrawn