

Crisis Intervention Service

Service Code: H2011

Crisis Intervention is an unplanned service involving actual or potential threats of danger to self, danger to others, or grave disability (inability to care for self, including provision/utilization of food, clothing, and shelter) due to a mental disorder. The acute and unplanned nature of the condition requires a more timely response than a regularly scheduled visit, and could also mean that the intervention does not link to the Client Service Plan. Crisis Intervention services may either be face-to-face or by telephone with the client or significant support persons and may be provided in the office or in the community.

This service is delivered at a site other than the Crisis Stabilization Unit (CSU) or Crisis Residential Treatment (CRT). Crisis Intervention is distinguished from Crisis Stabilization by being delivered by providers who are not CSU or CRT staff. The maximum billable amount for Crisis Intervention within a 24-hour period is 8 hours. While a client might state that he or she is in crisis, it is the responsibility of the provider to determine if the situation is a crisis. If the provider determines that the client is not in crisis, the appropriate non-crisis code must be billed for the services.

Who Can Use This Code?

	Physician	PA	NP	RN	RN with MH/MA	LVN or Psych Tech	L/R/W Psych	L/R/W LCSW/ASW, MFT/MFTI, LPCC/LPPCI	Trainee - post BA/BS and pre MA/MS/PhD	MHRS	Other, Unlicensed
Crisis Intervention	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Billable Services Include:

- ✓ Risk assessment which documents the crisis, such as threats to self/others, risk behaviors, severe symptoms
- ✓ Assessment of mental status and current needs related to immediate crisis
- ✓ Collateral contacts with support persons to exchange information about management of the crisis
- ✓ Supportive therapeutic services as the situation dictates, to assist the client in navigating the crisis as safely as possible and to support stabilization of the crisis
- ✓ Contact and coordination with other providers or agencies to facilitate the crisis intervention
- ✓ Interventions to de-escalate a crisis situation that may or may not result in a 5150 or evaluation at the CSU

Non-Billable Activities Include:

- ✗ Services or activities provided when there is not a crisis situation
- ✗ Waiting time in a crisis situation where no mental health services are being provided (i.e. waiting at the ER)
- ✗ Services provided at the CSU or CRT (see Lockout section below)

A Good Crisis Intervention Note Includes:

- Description of the immediate emergency requiring crisis response
- Interventions utilized to stabilize the crisis
- The client's response and the outcomes
- Information about the safety plan that is developed
- Follow up plan and recommendations

Lockouts:

When clients are placed in IMDs, MHRCs, Jail, and Juvenile Hall, no Medi-Cal services can be claimed. MHSVCLOCK would be used. Crisis Intervention is not reimbursable on days when Crisis Stabilization Services, Crisis Residential Treatment Services, Psychiatric Health Facilities, Psychiatric Nursing Facility Services, or Psychiatric Inpatient Hospital Services are reimbursed except for the day of admission to those services. Crisis Intervention is allowed on day of discharge from those facilities.