



Provider Alert

ALERT #66

June 30, 2009

**EMERGENCY SERVICES PROGRAMS:
REDESIGNED AND NEWLY PROCURED SYSTEM TO BE IMPLEMENTED ON
JUNE 30, 2009**

The following information should be communicated immediately to other appropriate staff in your organization.

The Massachusetts Behavioral Health Partnership (MBHP) is the company that manages behavioral health (mental health and substance abuse) services for MassHealth’s Primary Care Clinician (PCC) Plan Members. Additionally, MBHP is contracted to manage most of the Emergency Services Programs (ESPs) across the Commonwealth. In that role, MBHP is issuing this *Alert* to MBHP network providers and other interested stakeholders to announce the implementation of the redesigned Emergency Services Program.

Background Information

During the past 18 months, MBHP gathered extensive stakeholder input and collaborated with the Office of Medicaid and the Department of Mental Health to redesign the ESP system that delivers crisis behavioral health services across the Commonwealth. MBHP completed the procurement in the spring of 2009, and the new provider contracts for emergency services will begin on June 30, 2009.

Mission

The mission of the Emergency Services Program is to deliver high quality, culturally competent, clinically and cost-effective, integrated, and community-based behavioral health crisis assessment, intervention, and stabilization services that promote resiliency, rehabilitation, and recovery.

Service Description

Effective June 30, 2009, there will be 21 locally based ESPs covering every city and town across the Commonwealth. Seventeen of the ESPs are managed by MBHP, and four are operated by the Department of Mental Health in the Southeast Region. Please see Attachment I, “ESP Directory,” for a list of the ESPs, the catchment areas they serve, the cities and towns included in each catchment area, and contact information, such as addresses and phone numbers.

The ESPs provide behavioral health crisis assessment, intervention, and stabilization services, 24 hours per day, seven days per week, 365 days per year. Each ESP offers the following service components, which will make emergency behavioral health services accessible in the community, offering alternatives to hospital emergency

departments (EDs) for individuals seeking behavioral health services when use of the ED may be avoided and/or is not voluntarily sought.

- **Mobile Crisis Intervention (MCI):** MCI is one of the new Children’s Behavioral Health Initiative remedy services. MCI is the youth-serving component of the ESP for all MassHealth-enrolled youth up to the age of 21. This service mobilizes to the home or other site where the youth is located. MCI provides a short-term service (24/7) that is a mobile, on-site, face-to-face, therapeutic response to a youth experiencing a behavioral health crisis for the purpose of identifying, assessing, treating, and stabilizing the situation and reducing immediate risk of danger to the youth or others consistent with the youth’s risk management/safety plan, if any. Family Partners are among the staff working in this program to support youth and their families.
- **Adult Mobile Crisis Intervention:** ESP services will be offered in individuals’ homes and elsewhere in the community on a mobile basis. This service will be provided to any community-based location, including private homes, from 7 a.m. to 8 p.m. Outside of those hours, Adult Mobile Crisis Intervention services shall be provided by all ESPs in residential programs and hospital EDs. Additionally, some ESPs may choose to mobilize to other locations during these hours, and some will keep their community-based locations open during these hours (see below) as another alternative site.
- **ESP Community-Based Location:** Each ESP will operate at least one location in the catchment area where its services will also be available. These locations will be open a minimum of 12 hours per day on weekdays and eight hours per day on weekends. Some of these sites will be open 24 hours per day. Peer Specialist services are incorporated into the ESPs’ community-based locations.
- **Adult Community Crisis Stabilization (CCS):** ESPs operate CCS programs that provide staff-secure, safe, and structured crisis treatment services in a community-based program, which serves as a less restrictive and voluntary alternative to inpatient care. This program serves ages 18 and older.

Population Served

ESP services are available to individuals of all ages who are uninsured as well as those covered by the following public payers: MassHealth plans (PCC Plan/MBHP, MassHealth-contracted MCEs, and MassHealth fee-for-service); DMH only; Medicare; and Medicare/Medicaid. Many ESPs are also contracted with various commercial insurance companies to provide similar services.

For More Information

If you have questions regarding this *Alert*, please contact our Community Relations Department at **1-800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then #3 then #1 to skip prompts)**, Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.

Please also refer to www.masspartnership.com and click on the “Emergency Services Programs” button on the left for more information, including updates to the ESP Directory, particularly during the first few weeks of implementation.

Attachment #1: ESP Directory