

**Massachusetts Behavioral Health Partnership (MBHP)**  
**Emergency Services Program (ESP) RFR**  
**MOBILE CRISIS INTERVENTION**  
**SERVICE DEFINITION**

The service definition for Mobile Crisis Intervention teams includes the following treatment components within the rate for this service. Please refer to the performance specification for this service for more detailed information about the treatment components and related provider responsibilities.

- Mobile, on-site, face-to-face crisis response 24 hours per day, 7 days per week, 365 days per year for youth experiencing a behavioral health crisis
- Comprehensive behavioral health crisis assessment
- Crisis intervention, stabilization and coordination, for up to 72 hours, until the youth is stable or transferred to another level of care, including:
  - Onsite, face-to-face therapeutic response
  - Telephonic psychiatric consultation
  - Solution-focused crisis counseling includes: teaching of coping and behavior management skills, mediation, and parent support and psycho-education
  - Telephonic support to the youth and family
  - Collateral contacts
  - Crisis counseling and consultation to the youth's family
- Care coordination including:
  - Coordination with Intensive Care Coordination, when applicable
  - Coordination with primary care physician
  - Coordination with other care coordination program(s) as applicable
  - Coordination with existing behavioral health providers
  - Referrals and linkages to services and supports
  - Coordination of crisis response with collaterals
- Development of a risk management/safety plan\*
- Arranging for after-care services and transfers to all levels of care, including, but not limited to, coordinating referrals with youth crisis stabilization programs
- Documentation (time spent completing required paperwork as outlined in the performance specifications)
- Member transportation provided by staff
- 1:1 Specialing

The following activities are included in the rate and are not billable as separate units:

- Supervision
- Utilization review with payer
- Psychiatric consultation with staff within the same program
- Training
- Administrative paperwork as required by the host agency
- Travel
- Translation service

The following activities are required in the performance specifications but are not included in this service definition because they are billable as outpatient services:

- Face-to-face psychiatric consultation with the youth and/or family
- Face-to-face urgent psychopharmacology intervention, as applicable