



CRISIS INTERVENTION/STABILIZATION GUIDANCE

BACKGROUND INFORMATION

IDPH has not had a standardized definition of CRISIS INTERVENTION as it pertains to data entry in ISMART and the Central Data Repository to assure data integrity amongst providers mandated to report client data to IDPH. Historically, Magellan has counted Encounters with a Crisis Intervention Event Type in IDPH program minimum client counts. Crisis Intervention, by name does not exist in the current RFP document. Crisis Stabilization is referenced as a service in the Outpatient Services Proposal Category.

GUIDANCE

Crisis Intervention/Stabilization (definition): The delivery of services to non-admitted individuals who present, often on an unscheduled basis, with significant urgent issues requiring coordination and support provided by clinical staff.

Modality: Face To Face

Documentation: Clinical staff must document the nature of the emergency or crisis (routine questions about accessing service are not crisis services). The minimum data set information as required by the state reporting requirements for Crisis Intervention must be obtained at the time of the Crisis Intervention. A Crisis Plan may be developed that includes action taken, referrals made and any follow up required.

Data Requirements

- **Client Profile:** Agency ID, ISMART#, Agency Name, Facility Name, Name (FML), Birth Date, SS#, Gender, Ethnicity, Race, Secondary Race, Tertiary Race, Address (1, 2, City, State, Zip), Phone, Date.
- **Crisis Intervention Module:** Agency ID, ISMART#, Agency Name, Facility Name, Date of First Contact, Activity Date, Event Type, Admission Type Code, Concerned Person, Special Initiative Code, Wait Time, Age at Admit, Pregnant (NO for CDR, YES for ISMART), Presenting Problem (NO for CDR, YES for ISMART), County, Treated here for Code, Past IV Drug Use.
- **Encounter**
 - **Event Type:** Crisis Intervention
 - **Duration:** Enter minutes (minimum of 15 minutes)
 - **Sessions:** Enter "1"
 - **Start/End Date:** Should match the Crisis Intervention Date in the Crisis Intervention data set (ISMART/CDR)
 - **Primary Source of Payment:** Select the appropriate payment source
- **Income Verification:** Provider must obtain per Iowa Plan guidelines the appropriate income verification to show IDPH sliding fee eligibility.
- **Crisis Intervention Date:** Enter the date that the individual was seen for a crisis intervention. This crisis event would be for a non-admitted client, prior to a placement screening or admission record being completed with the individual. Should be the same as the Start/End Date entered in the Crisis Intervention Encounter.