

COMMUNITY CRISIS SUPPORTS FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

COMMUNITY CRISIS SUPPORTS

- Community crisis supports are an intervention for an adult Developmental Disability (DD) participant who has been determined eligible for developmental disability services and who, because of an unanticipated event or life situation, is at risk of:
 - Losing housing; or
 - Losing employment or income; or
 - Incarceration; or
 - Physical harm to self or others; or
 - Family altercation; or
 - Hospitalization; or
 - Crisis services may be provided in an emergency room during the ER evaluation process if the goal is to prevent hospitalization and return the consumer to the community. Services are not reimbursable after the person has been admitted to the hospital.
 - Other emergencies.
- Community crisis support may be authorized if:
 - There is a documented need for immediate intervention; and
 - No other means of support are available; and
 - The services are appropriate to rectify the crisis.
- Approval of Community Crisis Supports may be requested from the following DD providers:
 - Community Supported Employment Agency;
 - Behavioral Consultation/Crisis Management Agency;
 - Residential Habilitation Agency; and
 - Residential Habilitation—Certified Family Home provider.
- After Community Crisis Supports have been provided, a provider of Community Crisis Support services may submit a request for authorization of Community Crisis Supports to the Department using the Department approved Crisis Request Form. The request must be submitted within seventy-two (72) hours of the crisis support ending. The Crisis Request form, is located at:

<http://healthandwelfare.idaho.gov/Medical/DevelopmentalDisabilities/AdultDDCareManagement/AdultDDInformationforProviders/tabid/2310/Default.aspx>
- Community crisis support is limited to a maximum of twenty (20) hours during any consecutive five (5) day period

- The request for authorization of community crisis supports must include a crisis resolution plan which identifies the factors contributing to the crisis and a strategy for addressing those factors in order to minimize the opportunity for the crisis to re-occur in the future.
- Community crisis support may be provided before the completion of the assessment and plan of service.
 - If community crisis support is provided **before** the completion of the assessment and plan of service, Community Crisis Supports must be requested on the initial plan of service and the initial plan of service must include an identification of the factors contributing to the crisis and a strategy for addressing those factors in the future.
- If ongoing support is needed after the crisis situation, a DD Waiver participant's TSC can submit an Addendum to request Behavioral Consultation/Crisis Management. This waiver service may be used to provide direct consultation and clinical evaluation of participants who are currently experiencing or may be expected to experience a psychological, behavioral, or emotional crisis. This service may provide training and staff development related to the needs of the participant. These services also provide emergency back-up involving the direct support of the participant in crisis.

Crisis Assistance by a DD Targeted Service Coordinator (TSC)

- Crisis assistance by a DD TSC is an intervention for a participant who has been determined eligible for developmental disability services and who, because of an unanticipated event or life situation, is at risk of:
 - Losing housing; or
 - Losing employment or income; or
 - Incarceration;
 - Physical harm to self or others;
 - Family altercation;
 - Hospitalization; or
 - Crisis services may be provided in an emergency room during the ER evaluation process if the goal is to prevent hospitalization and return the consumer to the community. Services are not reimbursable after the person has been admitted to the hospital.
 - Other emergencies.
- Additionally, when crisis assistance is provided by a DD Targeted Service Coordinator, crisis assistance:
 - Is used to assist a participant to access community resources in order to resolve a crisis; and
 - Does not include crisis counseling, transportation to emergency service providers, or direct skill-building services.
- Authorization for crisis assistance hours may be requested retroactively as a result of a crisis. Using the Department approved form; the service coordinator must submit a request for crisis

services to the Department within seventy-two (72) hours of the crisis ending. The request for authorization must include a crisis resolution plan which identifies the factors contributing to the crisis and a strategy for addressing those factors in order to minimize the opportunity for the crisis to re-occur in the future.

- Community crisis support is limited to a maximum of twenty (20) hours during any consecutive five (5) day period
- Crisis assistance hours are only available if a participant's service coordination benefits have been exhausted for the month in which the crisis occurred and no other means of support is available to the participant.
- If ongoing support is needed after the crisis situation, a DD Waiver participant's TSC can submit an Addendum to request Behavioral Consultation/Crisis Management. This waiver service may be used to provide direct consultation and clinical evaluation of participants who are currently experiencing or may be expected to experience a psychological, behavioral, or emotional crisis. This service may provide training and staff development related to the needs of the participant. These services also provide emergency back-up involving the direct support of the participant in crisis.

SUBMITTING A REQUEST FOR CRISIS SUPPORTS/CRISIS ASSISTANCE

- Requests for Crisis Supports/Crisis Assistance must be faxed (208-332-7297) or e-mailed (BDDACM@dhw.idaho.gov) to the Bureau of Developmental Disability Services' (BDDS) Information Coordinator. Requests submitted via e-mail or fax should include the following subject line: ***Community Crisis Support Request: Participant Name.***
- The Information Coordinator will assign the Crisis Supports/Crisis Assistance request to the regional Care Manager who has the participant on their caseload.
- Upon receipt of the request, the Care Manager has fifteen (15) business days to:
 - Approve the request; or
 - Deny the request; or
 - Request additional information from the crisis provider. The Care Manager will send a written request for the additional information to the requesting crisis provider via e-mail.
- If a crisis provider receives a request for additional information from the Care Manager, they have three (3) business days to submit the missing information. The crisis request will be "CLOSED" if the Care Manager does not receive the identified information within three (3) business days.
- Upon receipt of the missing information, the Care Manager has an additional three (3) business days to:
 - Approve the request; or
 - Deny the request; or

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- Request additional information from the crisis provider.
- The Care Manager must approve or deny the request for crisis services in writing. Denials include appeal rights.
- Care Managers will approve requests when they are consistent with the requirements identified in IDAPA 16.03.10.646.—648, IDAPA 16.03.10.721.04 and/or IDAPA 16.03.10.727.05, as described above.

BILLING COMMUNITY CRISIS SUPPORT

- H2011—DD Service Coordination Crisis Assistance \$12.09/unit (1 unit = 15 minutes)
- H2011 – Community Crisis Support \$11.35/unit (1 unit = 15 minutes)