

Mobile Crisis and Crisis Stabilization for Behavioral Health

Applies to:

- BCN Advantage Individual BCN Advantage Group Both

BCN Advantage HMOSM
BCN Advantage HMO-POSSM



Blue Care
Network
of Michigan

Medicare and more

Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.

Mobile Crisis and Crisis Stabilization for Behavioral Health

Mobile crisis and crisis stabilization (MC/CS) for behavioral health will improve care for people who are in crisis. Services include:

- Mobile crisis intervention services face to face or via telehealth
- Onsite services at crisis stabilization centers

This benefit will also assist any member who is experiencing escalating emotional symptoms, behaviors, or traumatic circumstances which have compromised the member's ability to function at their baseline within their family, living situation, work or community environments. MC/CS involves all support, services and treatments necessary to provide crisis stabilization.

Original Medicare

Original Medicare does not cover mobile crisis and crisis stabilization for behavioral health.

BCN Advantage enhanced benefit

BCN Advantage is a Medicare Advantage plan that provides at least the same level of benefit coverage as Original Medicare (Part A and Part B) and may provide enhanced benefits beyond the scope of Original Medicare within a single health care plan. This flexibility allows Blue Care Network to offer enriched plans by using Original Medicare as the base program and adding desired benefit options.

Coverage for mobile crisis and crisis stabilization for behavioral health under Medicare regulations is provided to members under BCN Advantage individual and select BCN Advantage group plans that include this benefit. Because Original Medicare doesn't cover these services, the scope of the benefit, reimbursement methodology, maximum payment amounts, and the member's cost sharing are determined by Blue Care Network for individual coverage, and by the group for those with group-based coverage.

Policy guidelines

Mobile crisis intervention consists of a master's level provider and peer counselor who can travel to a member's home, place of business, etc., to provide face-to-face services. Mobile crisis services can also be provided via telemedicine.

Visits may include a psychological evaluation, mitigation of crisis, and connection to a psychiatrist for medicine if needed. Services include a treatment plan encouraging family intervention and support, and referrals as needed including placement into an appropriate level of care for mental health or substance use services.

Benefit is available to members in approved regions/counties.

Blue Care Network of Michigan

bcbsm.com/providers

Conditions for payment

The table below specifies payment conditions for mobile crisis and crisis stabilization for behavioral health.

Conditions for payment	
Eligible provider	BCN Advantage contracted outpatient psychiatric centers
Payable location	Outpatient psychiatric center, patient's home or location. Exclusions: urgent care, emergency department, inpatient hospital
Frequency	Code S9485: one unit per 24 hours, up to two units per rolling week Code H2011: one unit per 15 minutes, no unit limit per 24 hours, up to 30 rolling days
HCPCS codes	H2011: Mobile crisis S9485: Crisis stabilization
Diagnosis restrictions	ICD-10-CM Codes - Mental, Behavioral and Neurodevelopmental disorders F01-F99
Age restrictions	No restrictions

Reimbursement

To find BCN Advantage plan's maximum payment amount for mobile crisis and crisis stabilization for behavioral health, check the payment exhibit on the OPC's contract with BCN Advantage. The provider will be paid the lesser of this allowed amount or the provider's charge, minus the member's cost share. This represents payment in full and providers aren't allowed to bill the member for the difference between the allowed amount and the charge.

Member cost share

Outpatient office copay may apply.

BCN Advantage providers should collect the applicable cost share from the member at the time of the service, when possible. Cost share refers to a flat dollar copayment, a percentage coinsurance or a deductible. Providers can only collect the appropriate BCN Advantage cost share amounts from the member.

If the member elects to receive a noncovered service, he or she is responsible for the entire charge associated with the noncovered service.

Providers may not have members sign an Advance Beneficiary Notice of Noncoverage to accept financial responsibility for noncovered services. If there is any question about whether a service is covered, seek a coverage determination from Blue Care Network before providing the service to the member. If a provider issues a noncovered service to a member without first obtaining a coverage determination, the member must be held harmless for all charges except for any applicable cost share.

To verify benefits and cost share, providers may use our provider portal or call 1-800-344-8525.

Billing instructions for providers

1. Bill services on the CMS 1500 (02/12) claim form.
2. Use the BCN Advantage unique billing requirements.
3. Report CPT/HCPCS codes and diagnosis codes to the highest level of specificity.
4. Report your National Provider Identifier number on all claims.
5. Use electronic billing:
 - a. **Michigan Providers:** Copies of the ANSI ASC X 12N 837 and 835 Institutional Health Care Claim and Health Care Claim Payment/Advice (Blue Cross Electronic Data Interchange (EDI) Institutional 837/835 Companion Documents) are available on the Blue Cross website under the reference library section at bcbsm.com/providers/help/edi/.
 - b. **Providers outside Michigan:** Members of BCN Advantage HMO-POS plans have a point-of-service benefit offered through the nationwide network of Blue Plan providers through the Blue Cross and Blue Shield Association. Providers outside Michigan who participate with Blue plans can provide preauthorized routine and follow-up care as necessary. Contact your local Blue plan for billing instructions. **NOTE: This benefit is not payable for providers outside of Michigan.**

Coverage outside Michigan for members of BCN Advantage HMO plans is limited to medical emergencies, urgently needed services and renal dialysis unless BCN Advantage has approved the out-of-network services, which members must request in advance.

6. Send paper claims to:

BCN Advantage Claims
Blue Care Network
P.O. Box 68753
Grand Rapids, MI 49516-8753

Revision history

Policy number: BCNA

Effective: 01/01/2024

Reviewed:

Revised: 03/26/2024

03/26/2024: Updated eligible providers, where to find reimbursement amounts for services, and a note for providers outside Michigan that says this benefit is not payable for providers outside of Michigan.