



# Crisis Services Training for Providers

Crisis Intervention SPA Update for 2024 Authority  
and Reimbursement Changes

March 2025

# Background & Changes Overview

# Crisis Intervention Background

- Crisis Intervention benefits for New York State Medicaid recipients which include Mobile Crisis and Crisis Residence were authorized under a NYS 1115 waiver for adults ages 21+. Mobile Crisis and Crisis Residences for children up to age 21 were developed under Children and Family Treatment and Support Services (CFTSS).
- **Standard set of Mobile Crisis Services for children and adults:**
  - Telephonic Crisis triage and response
  - Mobile Crisis response
  - Telephonic Crisis follow-up
  - Mobile Crisis follow-up
- **Consolidate and authorize a standard set of components for the 3 types of Licensed Crisis Residence services for children and adults:**
  - Children’s Crisis Residence
  - Residential Crisis Support
  - Intensive Crisis Residence

Previously, these two services followed different guidelines for children and adults. There are no longer different requirements for individuals ages 18-20



**As a reminder, for individuals in need:**  
If someone is experiencing a crisis, they can call or text 988 or chat at [lifeline.org](https://www.lifeline.org) 24 hours a day, 7 days a week.

# Crisis Service Definitions

## Comprehensive Psychiatric Emergency Programs (CPEP)

Offers a full range of psychiatric emergency services and crisis outreach services to Members experiencing symptoms of behavioral health crises. CPEP's triage, observe, and provide treatment and referrals in safe environments.

*No UM Authorizations Required*

## Mobile Crisis

- Telephonic Mobile Crisis

A Mobile Crisis Team is a group of behavioral health professionals who provide care and short-term management for people in severe behavioral crisis. Services are primarily provided in the community. This is for people who do not need immediate hospitalization.

**Telephonic Mobile Crisis** – Telephone counseling provided 24/7 for individuals.

**Follow up services** for both Mobile Crisis and Telephone Mobile Crisis are also now covered under the same package.

*No UM Authorizations Required*

## Crisis Residence

Short term, residential support to Members who are at risk of experiencing a mental health crisis.

*No UM Authorizations Required*

*As of March 1, 2025, Prior Notification Is No Longer Required*

# 2024 Authority & Changes Overview

- Mobile Crisis and Crisis Residence program and billing changes under Crisis Intervention State Plan Amendment (SPA) #22-0026 will be formally implemented March 1, 2024 for adults and children
- Retirement of the children's Crisis Intervention Mobile Crisis Rate Codes (7943-7945) effective May 1, 2024
- Crisis Intervention SPA will have a retroactive effective date of April 1, 2022, that will:
  - Consolidate and align Medicaid authority, coverage, and reimbursement policies
  - Cover existing children and adults for Mobile Crisis and Crisis Residence services
  - Authorize Crisis Stabilization Center services and NYS will notify Medicaid Managed Care Plans (MMCPs) when these will be included in benefits packages



# Billing Guidance Updates

# Revised Mobile Crisis Rate Codes

## Mobile Crisis Services & Telephonic Crisis Follow-Up Services

*The following are the valid codes to bill for these services effective March 1, 2024*

<b>Mobile Crisis Services</b>	<b>Rate Code</b>	<b>CPT/HCPCS Code</b>	<b>Modifiers</b>
<b>Licensed Professional</b>	4609	H2011	GT
<b>Telephonic crisis response (Up to 90 min)</b>	4610	H2011	GT, HO
<b>Licensed Professional</b>	4611	S9485	GT
<b>Telephonic crisis response (Above 90 min - 3 hours)</b>	4612	S9485	HO

<b>Telephonic Crisis Follow-Up Services</b>	<b>Rate Code</b>	<b>CPT/HCPCS Code</b>	<b>Modifiers</b>
<b>Licensed Professional</b>	4613	H2011	TS, GT
<b>Unlicensed/Certified Peer</b>	4614	H2011	TS, HM

# Revised Mobile Crisis Rate Codes

## Mobile Crisis Response Services

*The following are the valid codes to bill for these services effective March 1, 2024*

<b>Mobile Crisis Response</b>	<b>Rate Code</b>	<b>CPT/HCPCS Code</b>	<b>Modifiers</b>
<b>One-person response: Licensed</b>	4615	H2011	HE
<b>Two-person response: Licensed and Unlicensed/Certified Peer</b>	4616	H2011	HK
<b>Two-person response: Both Licensed</b>	4617	H2011	HE, HK
<b>Two-person response: Licensed and Unlicensed/Certified Peer</b>	4618	S9485	HE, U5
<b>Two-person response: Both Licensed</b>	4619	S9485	HE, HK, U5
<b>Two-person response: Licensed and Unlicensed/Certified Peer</b>	4620	S9485	HE
<b>Two-person response: Both Licensed</b>	4621	S9485	HE, HK



# Revised Mobile Crisis Rate Codes

## Mobile Crisis Follow-up

*The following are the valid codes to bill for these services effective March 1, 2024*

Mobile Crisis Follow-Up Services	Rate Code	CPT/HCPCS Code	Modifiers
<b>One-person face-to-face response: Licensed</b>	4622	H2011	TS
<b>One-person face-to-face response: Licensed Bachelors/Certified Peer</b>	4623	H2011	TS, HE
<b>Two-person face-to-face response: Licensed and Unlicensed Bachelors/Certified Peer</b>	4624	H2011	TS, SC

# Revised Crisis Residence Rate Codes

*The following are the valid codes to bill for these services effective March 1, 2024*

Crisis Residence Services	Rate Code	CPT/HCPCS Code	Modifiers
<b>Residential Crisis Support (RCS)</b>	4625	T2034	HE
<b>Intensive Crisis Residence (ICR)</b>	4626	T2034	ET
<b>Children’s Crisis Residence Program (Up to age 21)</b>	4627	T2034	HK

# Comprehensive Psychiatric Emergency Program (CPEP)

- CPEP will utilize mobile crisis rate codes for both children and adults
- Discontinued CPEP Crisis Rate codes:
  - CPEP Rate Code 4010 (Interim Crisis) was discontinued as of July 1, 2023
  - CPEP Rate Code 4009 (Crisis Outreach Services) will be discontinued July 1, 2024



The following slides outline the consolidation of Adult and Children's Mobile Crisis and Crisis Residence billing changes, including the elimination of children-specific Rate Codes and a new Children's Crisis Residence Rate Code.

# Mobile Crisis Services

## Crisis Follow-up, Telephonic Triage and Response, Telephonic Follow-up

(1 of 2)

<b>Before SPA Approval</b>		<b>After SPA Approval*</b>	
<b>Service Description</b>	<b>Rate Code, Procedure Code (Modifiers)</b>	<b>Rate Code, Procedure Code (Modifiers)</b>	<b>Service Description</b>
Crisis follow-up – One Person Licensed F2F – Adults	4622, H2011 (TS)	4622, H2011 (TS)	Crisis follow-up – One Person Licensed F2F
CI One Person Licensed Follow-Up F2F – Children	7938, H2011 (TS, HO)		
Crisis follow-up – One Person Unlicensed F2F - Adults	4623, H2011 (HS, HE)	4623, H2011 (HS, HE)	Crisis follow-up – One Person Unlicensed F2F
CI One Person Unlicensed Follow up F2F - Children	7939, H2011 (TS, HM, HA)		
Crisis follow up – Two Person Licensed/Unlicensed F2F - Adults	4624, H2011 (TS, SC)	4624, H2011 (TS, SC)	Crisis follow up – Two Person Licensed/Unlicensed F2F
CI Two Person Licensed/Unlicensed Follow up F2F – Children	7940, H2011 (TS, HT)		

- Discontinued
- Continued
- New

\*Effective May 1, 2024

# Mobile Crisis Services

## Crisis Follow-up, Telephonic Triage and Response, Telephonic Follow-up

(2 of 2)

<b>Before SPA Approval</b>		<b>After SPA Approval*</b>	
<b>Service Description</b>	<b>Rate Code, Procedure Code (Modifiers)</b>	<b>Rate Code, Procedure Code (Modifiers)</b>	<b>Service Description</b>
Mobile Crisis – One Person, up to 90 Min – Adults	4615, H2011 (HE)	4615, H2011 (HE)	Mobile Crisis – One Person, up to 90 mins
CI One Person Response, up to 90 mins – Children	7906, H2011 (EP, HO)		
Mobile Crisis – One Licensed/One Unlicensed up to 90 mins – Adults	4616, H2011 (HK)	4616, H2011 (HK)	Mobile Crisis – One Licensed/One Unlicensed up to 90 mins
CI Two Person Licensed/Unlicensed up to 90 mins – Children	7907, H2011 (EP, HT)		
Mobile Crisis – Two Person Licensed up to 90 mins – Adults	4617, H2011 (HE, HK)	4617, H2011 (HE, HK)	Mobile Crisis – Two Person Licensed up to 90 mins
CI Two Person Both Licensed up to 90 mins – Children	7908, H2011 (EP)		

- Discontinued
- Continued
- New

\*Effective May 1, 2024

# Mobile Crisis Services

## Mobile Crisis Response (1 of 2)

Before SPA Approval		After SPA Approval*	
Service Description	Rate Code, Procedure Code (Modifiers)	Rate Code, Procedure Code (Modifiers)	Service Description
Mobile Crisis – One Licensed, One Unlicensed, 90 to 180 min – Adults	4618, S9485 (HE, U5)	4618, S9485 (HE, U5)	Mobile Crisis – One Licensed/One Unlicensed 90 to 180 min
CI Two Person Licensed/Unlicensed, 90 to 180 mins – Children	7908, H2011 (EP)		
Mobile Crisis – Two Person Licensed up to 180 mins – Adults	4619, S9485 (HE, HK, U5)	4619, S9485 (HE, HK, U5)	Mobile Crisis – Two Person Licensed, up to 180 mins
CI Two Person Both Licensed up to 180 mins – Children	7936, S9485 (EP, HO)		
Mobile Crisis – One Licensed/One Unlicensed, per diem – Adults	4620, S9485 (HE)	4620, S9485 (HE)	Mobile Crisis – One Licensed/One Unlicensed per diem
CI Two Person Licensed/Unlicensed, per diem – Children	7910, S9485 (EP)		
Mobile Crisis – Two Person Licensed, per diem – Adults	4621, S9485 (HE, HK)	4621, S9485 (HE, HK)	Mobile Crisis – Two Person Licensed, per diem
CI Two Person Both Licensed, per diem – Children	7937, S9485 (EP, HO)		

\*Effective May 1, 2024

Discontinued  
Continued  
New



# Mobile Crisis Services

## Mobile Crisis Response (2 of 2)

<b>Before SPA Approval</b>		<b>After SPA Approval*</b>	
<b>Service Description</b>	<b>Rate Code, Procedure Code (Modifiers)</b>	<b>Rate Code, Procedure Code (Modifiers)</b>	<b>Service Description</b>
Residential Crisis Support Ages 21+	4625, T2034 (HE)	4625, T2034 (HE)	Residential Crisis Support 18+
Residential Crisis Support Ages 18-20	7943, H2013 (HA, TF)		
Intensive Crisis Residence Ages 21+	4626, H2034 (ET)	4626, T2034 (ET)	Intensive Crisis Residence 18+
Intensive Crisis Residence Ages 18-20	7944, H2013 (HA, HK)		
Children's Crisis Residence – Ages up to 21	7945, H2013 (HA)	4627, T2034 (HK)	Children's Crisis Residence - Ages up to 21

\*Effective May 1, 2024

- Discontinued
- Continued
- New



# Thank you for being part of MVP

Contact your Behavioral Health Professional Relations Representative with questions. Visit the MVP Website to identify your representative and contact information by county.

**Contact:** [Professional Relations Territory Listing Behavioral Health](#)  
[mvphealthcare.com](http://mvphealthcare.com)

