

Health Care Providers: How do I engage Intensive Crisis Stabilization Services (Mobile Crisis Response)?

Community Mental Health Service Providers (CMHSP) have, or are developing, Intensive Crisis Stabilization Services (ICSS). This Medicaid covered service is intended to help children and families get through crisis situations, including figuring out the next steps to access mental health services. These could include a referral for acute psychiatric hospitalization or developing a safety plan in the child's home. This service is available to all children/families in the county. They do not have to have Medicaid insurance and do not have to be active in treatment with the Community Mental Health Service Provider.

During hours of operation, if ICSS services are needed, the team is expected to arrive within one hour (urban areas) or 2 hours (rural counties).

Each CMHSP has its own protocol for accessing ICSS services and their hours of operation. To get this information call your CMHSP access line and ask for that information.

If there is a child/family in crisis in your office during your CMHSP's ICSS hours of operation:

Step 1: Let the child and family know you are contacting Intensive Crisis Stabilization Services.

Step 2: Contact the ICSS access line and provide information requested by the intake service.

Step 3: If possible, have the child and family wait in a quiet area within your office.

Step 4: When ICSS team is meeting with the child and family to develop a plan, provide support as needed (e.g. clinical information, whether a follow up visit in your office is possible if needed).

Step 5: Once the crisis plan has been developed, assist with any necessary action steps (e.g. formal referral to the CMHSP).

If there is a child/family in crisis in your office outside of ICSS hours of operation:

Step 1: Let the child and family know you are contacting the CMHSP access line.

Step 2: Call the CMHSP access line and ask for Emergency Services.

OR

Refer the child and family to the nearest hospital emergency room.