

Enhancements to Medicaid Coverage for Mobile Crisis Interventions

The Wisconsin Department of Health Services (DHS) is working to enhance mobile crisis intervention services to better serve Medicaid members who experience crisis. The Division of Care and Treatment Services (DCTS) and the Division of Medicaid Services (DMS) are partnering to gather input from counties and providers about how to expand and improve mobile crisis intervention services. New federal opportunities allow Medicaid to fund and expand services for mobile crisis intervention teaming, with the goal of reducing burdens on other services.



Enhanced Mobile Crisis Standards

Like Wisconsin's current mobile crisis services, the enhanced mobile crisis benefit includes screening and assessing the person in need, providing stabilization, and linking the individual with follow-up care through community resources/providers at the time of crisis and shortly afterward. Enhanced mobile crisis services must also:

- Be delivered to Medicaid members outside of a hospital or other treatment or stabilization facility.
- Be provided by a multi-provider team that includes at least one behavioral health professional; a variety of other disciplines and provider types may also serve on teams.
- Include trauma-informed practices, de-escalation strategies, and harm reduction techniques.
- Be available 24 hours a day, 7 days a week, every day of the year.

Next Steps

DHS has assembled a mobile crisis re-design team to develop the enhanced mobile crisis services benefit.

Next steps include:

- Gather input from stakeholders to develop coverage policy for enhanced mobile crisis services.
- Analyze the state's current mobile crisis program rules and Medicaid coverage, to identify updates required to align with federal standards.
- Partner with curriculum writers to develop updated training modules for crisis staff.
- Submit for federal approval of the enhanced mobile crisis services.

There are multiple opportunities for stakeholders to provide input to the Department during the planning and design phase for the enhanced crisis intervention benefit.

1. DHS staff will attend regional meetings facilitated by area Administration, spring 2022.
2. DHS will provide a brief survey about your agency's level of readiness and interest in providing enhanced mobile crisis services.
3. County partners can send input or questions about the project to dhsmedicaidcrisis@dhs.wisconsin.gov.

We hope you will contribute questions and insights as we develop this important new benefit.