



COMMUNITY CRISIS SUPPORTS/CRISIS ASSISTANCE FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

COMMUNITY CRISIS SUPPORTS IDAPA 16.03.26.592 – 593

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 (to include receiving notice to vacate); or
- Losing employment or income; or
- Incarceration; or
- Physical harm to self or others; or
- Family altercation; or
- Emergency Room. Crisis services may be provided in an emergency room (ER) 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.

Community crisis supports 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.

The following providers may request community crisis supports authorization:

- Community Supported Employment Agency.
- Behavioral Consultation/Crisis Management Agency.
- Residential Habilitation Agency.
- Residential Habilitation—Certified Family Home provider.

A provider of community crisis support services must 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 (5) business days from the conclusion of providing the crisis service. The request for authorization must explain in detail what crisis assistance services were provided and include a crisis resolution plan.

Additional documentation will not be required for authorization unless requested by the care manager for clarification. All supporting documentation must be kept in the participant's medical record.

Community crisis supports are limited to a maximum of twenty (20) hours during any consecutive five (5) day period. Community crisis supports may be provided before the completion of the assessment and plan of service.

If community crisis supports are 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 supports are needed after the crisis, a DD Waiver participant's service coordinator (SC) can submit an addendum to request Behavioral Consultation/Crisis Management.

This waiver service may be used to provide direct consultation and clinical evaluation of a participant who is 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 may also provide emergency back-up involving the direct support of the participant in crisis.

Crisis Assistance by a DD Service Coordinator (SC) (IDAPA 16.03.26.630.02, and 16.03.26.632.04)

Crisis assistance by a DD SC 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 (to include receiving a notice to vacate); or
- Losing employment or income; or
- Incarceration
- Physical harm to self or others;
- Family altercation;
- Psychiatric relapse; or
- Hospitalization/Emergency Room. Crisis assistance 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. Crisis assistance services may be provided on the day of discharge from a medical institution if the service is provided after discharge to avoid risk of going back to the hospital.

Additionally, when crisis assistance is provided by a DD SC, crisis assistance:

- Is used to assist a participant to access community resources 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 because of a crisis. Using the Department approved form; the DD SC must submit a request for crisis assistance services to the Department within (5) business days from the conclusion of providing the crisis service. If the crisis persists beyond the date that monthly TSC units roll over, the end date of the crisis request needs to be the last day of the rolling month.

The request needs to be submitted within (5) business days of that date. The request for authorization must explain in detail what crisis assistance services were provided and include a crisis resolution plan. Additional documentation will not be required for authorization unless requested by the Care Manager for clarification. All supporting documentation must be kept in the participant's medical record.

Crisis assistance 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, based on the authorized amount identified in the ISP, for the rolling month in which the crisis occurred, and no other means of supports are available to the participant. The DD SC will assure the authorized hours on the ISP have been exhausted and make note of this on the Crisis Request Form under the section "For Service Coordination Crisis Assistance request only". Additional documentation will not be requested for this section.

Service coordination units rolled over from the previous month do not have to be used before requesting crisis assistance.

If ongoing supports are needed after the crisis, a DD Waiver participant's SC can submit an addendum to request Behavioral Consultation/Crisis Management. This waiver service may be used to provide direct consultation and clinical evaluation of a participant who is 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 Community Crisis Supports/Crisis Assistance

- Requests for community 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: ***Crisis Request: Participant Name.***
- The Information Coordinator will assign the community crisis supports/crisis assistance request to the regional care manager who has the participant on their caseload.
- 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.

The Community Crisis Supports/Crisis Assistance Request Form, guidelines and examples are located in the [Community Crisis Supports/Crisis Assistance library](#) on the department's website.

Billing Crisis Supports

- H2011—DD Service Coordination Crisis Assistance (1 unit = 15 minutes)
- H2011 HM – DD Paraprofessional Service Coordination Crisis Assistance (1 unit =15 minutes)
- H2011 – Community Crisis Supports (1 unit = 15 minutes)