

# BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

<b>Chapter: 4</b>	<b>Care and Treatment</b>		
<b>Section: 4</b>	<b>Eligibility and Utilization Management</b>		
<b>Topic: 44</b>	<b>Integrating with Emergency Services</b>		
<b>Page: 1 of 4</b>	<b>(BABH) Supersedes: Pol: 10-18-01 Proc: 6-19-18, 5-1-15, 12-18-08, 10-18-01</b>	<b>(BABH) Date: Pol: 12-18-08 Proc: 2-4-2020</b>	<hr/> <i>Board Chairperson Signature</i>
<b>Affiliation CEO Approval Date: 10-3-01</b>			<hr/> <i>Chief Executive Officer Signature</i>
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## Policy

It is the policy of Bay-Arenac Behavioral Health (BABH) to respond promptly to persons experiencing a mental health emergency with local crisis intervention services.

## Purpose

This policy and procedure is established to ensure emergent mental health situations are handled in a timely manner.

## Applicability

- All BABH Staff
- Selected BABH Staff, as follows: Clinical Management, Crisis Intervention (ES)
- All Contracted Providers:  Policy Only  Policy and Procedure
- Selected Contracted Providers, as follows: LIPs, Primary Care
  - Policy Only  Policy and Procedure
- Other:

## Definitions

Mental Health Emergency (as defined in the Michigan Mental Health Code): A situation in which an individual is experiencing a serious mental illness or a developmental disability, or a child is experiencing a serious emotional disturbance, and one (1) of the following applies:

- (a) The individual can reasonably be expected within the near future to physically injure himself, herself, or another individual, either intentionally or unintentionally.
- (b) The individual is unable to provide himself/herself with food, clothing, or shelter or to attend to basic physical activities such as eating, toileting, bathing, grooming, dressing, or ambulating, and this inability may lead in the near future in harm to the individual or to another individual.

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(c) The individual's judgment is so impaired that he/she is unable to understand the need for treatment and, in the opinion of a mental health professional, his or her continued behavior, as a result of the mental illness, developmental disability, or emotional disturbance can reasonably be expected in the near future to result in physical harm to the individual or to another individual.

Emergency Service/Crisis Intervention Services: A program available at all Community Mental Health Service Programs (CMHSP) to provide 24-hour crisis intervention and preadmission screening services for persons experiencing a mental health emergency. Emergency Service (ES) programs have trained professional staff available for telephone and face-to-face contact with persons in crisis on a 24-hour, 7 day a week basis.

## **Procedure**

It is the responsibility of the CMHSP to provide crisis intervention services in cases where a person, or a representative of the person, believes an emergency exists. In addition, the ES worker is responsible for authorizing emergent services as deemed appropriate to meet the person's clinical needs.

1. If during the screening process it is determined the request warrants an ES prescreen, the Access Center staff member will forward the call to the ES department of the participating CMHSP. Access Center staff will convey information obtained during triage process prior to disconnecting from the call. Access Center Clinicians will appropriately handle crisis contact calls that do not require a prescreen completed. They will document the call in the electronic health record as a Crisis Contact.
2. For consumers not from Bay or Arenac counties, the Access Center will notify the ES worker for the CMHSP, which is geographically closest to the person at the time of the emergent situation and transfer the individual's telephone call to the appropriate CMHSP after attempting to complete the triage. Triage information will be provided to the ES worker at the time of the transfer.

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3. The Access Center will have available a phone directory for each CMHSP in the State of Michigan. That directory shall include, but will not be limited to, the telephone number for each CMHSP's ES Unit, TTY and main office number.
4. Enrollment and authorizations for subsequent services will be completed in accordance with BABH Policies and Procedures.
5. After hours, the Access Center line connects directly to theBABH's ES department and is answered live 24 hours per day.

## **Attachments**

N/A

## **Related Forms**

N/A

## **Related Materials**

N/A

## **References/Legal Authority**

1. Michigan Mental Health Code Act 258 of 1974, Revised 2001.
3. BABHA Policy and Procedure C04-S04-T34 Access and Eligibility for Specialty Mental Health Services
4. BABHA Policy and Procedure C04-S04-T36 "Enrollment, Screening, Referral & Authorization"
5. MDHHS Medicaid Provider Manual, Mental Health and Substance Use Chapter, Crisis Interventions.

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<b>SUBMISSION FORM</b>				
<b>AUTHOR/ REVIEWER</b>	<b>APPROVING BODY/COMMITTEE/ SUPERVISOR</b>	<b>APPROVAL /REVIEW DATE</b>	<b>ACTION (Deletion, New, No Changes, Replacement or Revision)</b>	<b>REASON FOR ACTION - If replacement list policy to be replaced</b>
J. Hahn	C. Pinter	09/19/08	Revision	Updated and review
J. Hahn	C. Pinter	05/01/15	Revision	Updated numbering scheme from C11-S04-T10 and updated agency names (deleted AAM, updated MDHHS)
S. Krasinski K. Moore		6/19/18	Revision	Update.
K. Moore	K. Moore	2/4/2020	Revision	Update.