

Integrated Crisis Support Program

Dell Children's Health Plan is implementing a "real time" crisis assessment and intervention program to evaluate members of all ages with primary behavioral health conditions via various venues and assist the individual in obtaining the safest and most appropriate level of care.

In light of the recent **COVID-19** outbreak, we will implement this program in two phases. Phase I is through a **virtual** (telephonic, telemedicine, etc.) or face-to-face mode of delivery, while Phase II will be a mobile/face-to-face delivery mechanism.

Phase I

The goal during this phase is to expand the availability of quality crisis services and support to Dell Children's Health Plan members. These services will be offered in various settings whether at home, in hospital emergency rooms, or community settings such as social service organizations, churches, police stations, firehouses, etc. This service will provide crisis assessment and intervention designed to deescalate the crisis, assess the member's risk, social support systems, personal resources and strengths, and develop a "next steps" plan. The next steps plan can look different depending on the situation. It can consist of any of the following: outpatient counseling, accessing community-based resources, or higher levels of care such as partial hospitalization, intensive outpatient programs, or hospitalization.

Phase II

The objective of Phase II is to provide face-to-face interventions in a safe setting such as hospital emergency rooms, schools, and other aforementioned community settings. These interventions would include but not be limited to:

- A thorough assessment of the member in crisis including the proximate causes leading to the crisis, the risk of harm, a thorough history, and a mental status examination.
- Engagement of support systems when available.
- Referral to the most appropriate and accessible level of care based upon the member's commitment and ability to follow-through.

Dell Children's Health Plan responsibilities

- Enter into an agreement with the provider(s), which clearly articulates the expectations of both parties.
- Provide a mutually agreed upon, competitive compensation for the services.
- Provide a specific behavioral health liaison to assist the provider in navigating any issues that may arise during the course of the agreement.
- Provide the mechanism by which the provider is contacted by Dell Children's Health Plan.

Provider responsibilities:

- Engage (during Phase I) telephonically with the member within 60 minutes of the initial telephone contact by a Dell Children's Health Plan associate, 24 hours a day, 7 days a week.
- Meet the member face-to-face (Phase II) within 90 to 120 minutes of the initial telephone contact by a Dell Children's Health Plan associate, 24 hours a day, 7 days a week.
- Telephonically notify the Dell Children's Health Plan associate of the outcome of the assessment within 60 minutes of completion of the interview.
- Provide written documentation of the assessment to Dell Children's Health Plan within seven calendar days of the visit.

If you would like to learn more about this program, please contact your Provider Relations representative.