



# QRTIPS

Health Care Agency • Behavioral Health Services • CYS Quality, Review & Training

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## Lockouts/Maximum billable units per day for Crisis Intervention/Medication Support Services and Case Management

**Crisis Intervention** is a service, lasting **less than 24 hours**, to or on behalf of a child for a condition that requires **more timely response than a regularly scheduled visit**. Service activities include, but are not limited to, one or more of the following: assessment, collateral and therapy.

- Crisis Intervention Services may either be **face-to-face** or **by telephone** with the child or the child's Significant Support Person and may be provided **anywhere** in the community.
- Crisis Intervention shall be **based on minutes** of staff time.
- The maximum claimable time for Crisis Intervention in a **24-hour period is eight hours (480 minutes)** per client.
- County and contract programs **should coordinate** billings to ensure that the 8 hours limit is not exceeded. This situation could arise when a county/contract program is managing a crisis and contacts the Crisis Evaluation Team for a 5585/5150 evaluation. In some scenarios, both programs could submit crisis claims that **exceed 480 minutes**. Should this occur the Medical Billing Unit (MBU) will not submit those claims exceeding the **8 hour limit**.
- Lockouts Crisis Intervention is not reimbursable on days when Crisis Residential Treatment Services, Psychiatric Health Facility Services, or Psychiatric Inpatient Services are reimbursed by Medi-Cal **except for the day of admission** to those services.
- See the [April 2010 QRtips](#) for documentation guidelines for crisis intervention.

## Medication Support Services:

- The **maximum amount** reimbursable for Medication Support Services in a **24-hour period is 4 hours (240 minutes)** per client.
- If two programs submit medication services on the same client within a 24 hour period the Medical Billing Unit (MBU) will not submit those claims **exceeding the 4 hour (240 minute) limit**.

## Targeted Case Management

Lock-outs: Targeted Case Management Services are not reimbursable on days when the following services are reimbursed, except for day of admission or for placement services as provided in:

- Psychiatric Inpatient Hospital Services
- Psychiatric Health Facility Services
- Psychiatric Nursing Facility Services
- Targeted Case Management Services, **solely for the purpose of coordinating placement of the beneficiary on discharge** from the hospital, psychiatric health facility or psychiatric nursing facility, **may be provided during the 30 calendar days immediately prior to the day of discharge**, for a maximum of **three nonconsecutive periods** of 30 calendar days, or less per continuous stay in the facility.