

Provider Type 87: Crisis Services
Specialty 033: Mobile Crisis Team (MCT)

Please refer to the Provider Enrollment Information Booklet for guidance and to the applicable Medicaid Services Manual (MSM) Chapter for enrollment requirements. In addition, the following are required for your provider type and specialty. In the online application, upload specified documents where prompted and additional documents in the Miscellaneous Attachment section.

If you have any questions, please call the Gainwell Technologies Contact Center at (877) 638-3472 from 8:00 a.m. to 5:00 p.m. Pacific Time Monday through Friday.

Description of Mobile Crisis Team (MCT) Operation

A written operational description for the Mobile Crisis Team (MCT) has been included to verify MCT compliance with policy within the MSM.

The description will be used to determine operational readiness as an MCT. Include a cover page with the name of the group/entity, the unique and separate NPI of the agency enrolling as a MCT, MCT Name, and Name of the Independent Professional Supervising the MCT.

Include a description of the following requirements of policy and best practice standards (i.e., SAMHSA, National Council for Behavioral Health):

1. Access to Crisis Services and Dispatch of MCT, including technology for communications with Crisis Call Center, Law Enforcement, transportation brokers, community partners, etc.
2. Staffing including use of telehealth and dispatch on-site staff.
3. Provider Training including cultural, linguistically, age-appropriate and historically marginalized populations
4. Services – Screening: Procedures for screening services.
5. Services – Assessment: Comprehensive assessment services.
6. Services – Crisis and Safety Plans (include sample documentation).
7. Services – Psychiatric Advance Directives (include sample documentation)
8. Services – Harm Reduction strategies.
9. Services – Coordination of Care including post-crisis care follow-up, within 72-hours.
10. Services – Privacy and Confidentiality standards.
11. Reporting Requirements (include copy of daily log document)
12. Collaboration – MCT provider to have formal, written, collaborative protocols, memorandums of understanding (MOU), and other agreements with community partners including local crisis hotlines, as necessary (Include list of all partners with formal MOUs).

Providers may utilize *MSM Chapter 4400 Appendix B –MOU Toolkit* for guidance on the development of successful MOUs.

13. Quality Assurance/Quality Improvement (QA/QI) – MCT must have a QA/QI program in place at the time of enrollment and a process to submit an annual QA/QI report to Nevada Medicaid on the anniversary date of the MCT enrollment month.

Providers may utilize *MSM 4400 Appendix A - Crisis Quality Assurance and Quality Improvement Guide* for guidance on development of their QA/QI Program.

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Refer to SAMSHA's, "[National Guidelines for Behavioral Health Crisis Care](#)" for more information on mobile crisis best practices.

Future Credentialing/Certification Requirements

As of this enrollment application, Nevada Medicaid and the Division of Public and Behavioral Health (DPBH) have not yet established certification criteria or a credentialing process for this provider specialty. Once the credentialing/certification process is finalized, providers will have 90 days from the date of notification to initiate the process with the DPBH.