

## Provider Type 87: Crisis Services

### Specialty 034: Intensive Crisis Stabilization Services (ICSS)

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.

Intensive Crisis Stabilization Service (ICSS) providers are community-based facilities delivering intensive crisis stabilization services following a 23-hour 59-minute delivery model. These providers shall obtain a unique and separate NPI for their delivery of mobile crisis response, rather than deliver the service under an existing NPI.

#### Description of Intensive Crisis Stabilization Services (ICSS) Operation

A written operational description for the Intensive Crisis Stabilization Services (ICSS) facility has been included with the application to verify ICSS compliance with policy within the MSM.

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

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, including technology for communications with Crisis Call Center, Law Enforcement, transportation brokers, community partners, etc.
2. Staffing, including use of telehealth and on-site staff
3. Provider Training, including culturally, 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. Collaboration – ICSS provider to have formal, written, collaborative protocols, memorandums of understanding (MOU), and other agreements with community partners including local hospitals, inpatient behavioral health clinics, crisis hotlines, etc., as necessary (Include a 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.
12. Quality Assurance/Quality Improvement (QA/QI) – ICSS 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 ICSS enrollment month.

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

**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.