

Provider Memorandum

As partners in our mission to support and serve children in psychiatric crisis, Molina Healthcare of Illinois (Molina) wants to remind you of the following care guidelines to follow:

Mobile Crisis Response Providers:

- Face-to-face screening and assessment should occur within 90 minutes of notification from the CARES line. (HFS has clarified that temporarily this may occur via phone/video call due to COVID-19; the response time remains the same. The face-to-face requirement will be reinstated when HFS provides an update.)
- Create a crisis safety plan for all individuals who are community stabilized.
- Educate and orient the child and family to the components of the crisis safety plan, and how to review and update.
- Provide the family with a physical copy of the safety plan.
- Share the crisis safety plan with the family, Molina, and any other providers the family requests (consistent with release of information obtained).

Hospital Providers:

- Administer a physical examination of the child within 24 hours after admission.
- Create a crisis safety plan for all individuals ready for discharge.
- Educate and orient the child and family to the components of the crisis safety plan, and how to review and update.
- Provide the family with a physical copy of the safety plan.
- Share the crisis safety plan with the family, Molina, and any other providers the family requests (consistent with release of information obtained).
- Communicate admission, pharmaceutical, and discharge information with primary care provider and any other providers (consistent with family request and release of information obtained) to facilitate continuity of care.

Outpatient Behavioral Health Providers, Behavioral Health Centers, and Community Mental Health Centers:

- The IM-CANS must be completed as the standardized individualized assessment and treatment plan prior to billing any non-crisis services within 30 days from the individual's first outpatient appointment.
- Provide priority access to individuals who have been recently given a mobile crisis response assessment and screening required to offer the individual and family access within the following time frames:
 - Fourteen (14) calendar days after an enrollee's discharge from an inpatient psychiatric hospital setting.
 - Within three (3) calendar days after the date of the Crisis event for an enrollee for whom community-based services were put in place in lieu of psychiatric hospitalization.
- Communicate outcome of the appointment including the psychiatric resources provided and any change in medication management with the family, Molina and any other providers the family requests consistent with release of information obtained.

Hospital, PRTF, Residential, and Crisis Respite Providers:

- Communicate admission, pharmaceutical, and discharge information with primary care provider and any other providers consistent with family request and release of information obtained to facilitate continuity of care.

Questions

Providers with questions may contact their provider network managers or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com.

Providers who need help identifying their assigned provider network manager may visit Molina's Service Area page at www.MolinaHealthcare.com/providers/il/medicaid/contacts/Pages/servicearea.aspx.

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.