



August 16, 2021

Web Announcement 2564

Reprocessing of Claims for Procedure Code H2011 (Crisis Intervention Services) Scheduled to Begin

Update to [Web Announcement 1898](#) and [Web Announcement 1949](#): A claim recycle/reprocessing will occur that will take back funds per the policy update effective November 17, 2017, to Medicaid Services Manual (MSM) Chapter 400 Mental Health and Alcohol and Substance Abuse Services Section 403.6H - Crisis Intervention Services. These policy changes updated Crisis Intervention service limitations for recipients to receive a maximum of four hours per day over a three-day period (one occurrence) without prior authorization. Recipients may receive a maximum of three occurrences over a 90-day period without a prior authorization.

The following provider types (PT) are impacted: PT 14 – Behavioral Health Outpatient Treatment; PT 20 – Physician, M.D., Osteopath, D.O.; PT 26 – Psychologist; and PT 82 – Behavioral Health Rehabilitative Treatment.

Claims for procedure code H2011 (Crisis Intervention services) submitted on or after November 17, 2017, through August 19, 2019, that paid in error are being automatically reprocessed to recoup the funds. Remittance advices will report the results of the reprocessed claims.