

FAX

To: All Aetna Better Health of Louisiana Behavioral Health Providers

Date: February 20, 2020

Notification: Implementation of Authorization for Crisis Intervention

Starting April 1, 2020, Aetna Better Health of Louisiana (ABHLA) will require authorization for Crisis Intervention (CI) services. Authorization is required for new and pre-existing clients for dates of service April 1, 2020 and forward.

CPT Code	Code Description
H2011	Crisis Intervention Per 15 Minutes
S9485	Crisis Intervention Per Diem

CI-Emergent does not require **prior** authorization but **does** require notification and authorization within 1 business day of the start of services. CI-Ongoing requires prior authorization. Providers should indicate on the ABHLA prior authorization form whether their request is for CI-Emergent or CI-Ongoing.

Requests should include the ABHLA prior authorization form and all assessments, treatment plans, progress notes, and/or other clinical documents that demonstrate medical necessity.

CI- Emergent is authorized by ABHLA Utilization Management (UM) clinicians for up to 6 hours per episode. CI- Ongoing is authorized by ABHLA UM clinicians for up to 66 hours per episode, not to exceed 14 days. An episode is defined as the initial face-to-face contact with the individual until the current crisis is resolved. Requests for more than 6 hours of CI-Emergent and 66 hours and/or 14 days of CI-Ongoing may be authorized with ABHLA medical director review.

In addition to the LDH Behavioral Health Services (BHS) Provider Manual, the primary medical necessity criteria used to authorize CI services is 20th Edition MCG Guideline Crisis Intervention Behavioral Health Level of Care ORG: B-905-CI (BHG).

The ABHLA CI Policy, the LDH BHS Provider Manual, and the MCG Criteria for CI can be accessed via the ABHLA website under For Providers → Utilization Management Criteria: <https://www.aetnabetterhealth.com/louisiana/providers/criteria>.

If you have any questions or concerns, please contact Aetna Better Health of Louisiana Provider Relations by calling 1-855-242-0802 and following the prompts.

Thank you,

Aetna Better Health of Louisiana