Provider Memorandum

Mobile Crisis Response Providers Must Submit IM-CAT Results Within 24 Hours

Molina Healthcare of Illinois (Molina) is required to coordinate with pediatric mental health crisis intervention services that are available through the State of Illinois' Mobile Crisis Response (MCR) program. MCR intervention services are a covered benefit for members who are younger than 21 years old.

Molina's model of care for its mobile crisis response services is modeled after the state program, formerly known as the Screening, Assessment and Support Systems (SASS) program. Molina's model of care for mobile crisis response includes referrals from the CARES Line (800-345-9049) and use of the Illinois Medicaid-Crisis Assessment Tool (IM-CAT) tool. When appropriate, the CARES line will dispatch Molina's contracted crisis responder to the child's location. The first responder then completes the IM-CAT to determine whether the child can be stabilized in the community. Behavioral health providers in the Molina network are required to send results of the IM-CAT and assessment tool to Molina within 24 hours of the completion of MCR screening for a Molina member.

IM-CAT results can be submitted to Molina via secure email or fax.

Email: MHILbehavioralhealthreferrals@MolinaHealthcare.com
Fax: (866) 916-3249

Molina is committed to close partnership with MCR providers. Members who are the subject of a CARES line call are assigned to a Molina case manager to help support their aftercare. These case managers can be a resource for the mobile crisis response team. Molina's partnership with the MCR program will help Molina monitor prioritization of aftercare counseling and psychiatry for its members.

Questions
Providers who have questions related to MCR may contact the Molina Behavioral Health Department at [MHILbehavioralhealthreferrals@MolinaHealthcare.com.](mailto:MHILbehavioralhealthreferrals@MolinaHealthcare.com)

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