

# Provider Memorandum

## **MCR Providers Must Submit CSPI Results Within 24 Hours**

Molina Healthcare of Illinois (Molina) is required to provide pediatric mental health crisis intervention services similar to those available through the State of Illinois' Mobile Crisis Response (MCR) program. Mobile Crisis Response crisis 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 Childhood Severity of Psychiatric Illness (CSPI) tool. When appropriate, the CARES line will dispatch Molina's contracted crisis responder to the child's location. The first responder then completes the CSPI 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 CSPI and assessment tool to Molina within 24 hours of the completion of MCR screening for a Molina Member.

CSPI results can be submitted to Molina via secure email or fax.

**Email: [MHILbehavioralhealthreferrals@MolinaHealthcare.com](mailto: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.

For a complete program description of the MCR program, including reporting requirements, please read section 8.3 to 8.12 of the Molina Healthcare of Illinois Medicaid Provider Manual. Providers who have questions related to MCR may contact the Provider Network Management Department at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com) or by contacting your Provider Network Manager directly.

Providers who need help locating their respective Provider Network Manager, please visit Molina's Service Area page at <http://www.molinahealthcare.com/providers/il/medicaid/contacts/Pages/servicearea.aspx>.

More information on MCR can be found at <https://www.illinois.gov/hfs/MedicalProviders/behavioral/Pages/MobileCrisisResponse.aspx>.