


Attachment A

 Iowa Department of Human Services	Provider and Chapter Crisis Response Services Chapter III. Provider-Specific Policies	Page 5
		Date May 1, 2018

- ◆ Prescription medication.
- ◆ Crisis details.
- ◆ Stress indicators and level of stress.
- ◆ Substance use.

2. Mobile Response

Legal reference: 441 IAC 24.36(225C)

Mobile crisis response services are on-site, in-person interventions for individuals experiencing a mental health crisis.

Mobile crisis response services are provided in the individual's home or at any other location where the individual lives, works, attends school or socializes.

Mobile response staff are dispatched immediately after crisis screening has determined the appropriate level of care.

Admission criteria for mobile response services:

- ◆ The member is presenting active symptomology consistent with a mental health crisis, *AND*
- ◆ The mental health crisis is interfering with the member's activities of daily living, *AND*
- ◆ The factors leading to admission and/or the member's history of treatment suggest that the symptoms can be stabilized with crisis stabilization services within the community, *AND*
- ◆ A crisis screening indicates that mobile response service is appropriate to be provided where the crisis is occurring.

3. Twenty-Three-Hour Crisis Observation and Holding

Legal reference: 441 IAC 24.37(225C)

Twenty-three-hour crisis observation and holding services are designed for individuals who need short-term crisis intervention in a safe environment less restrictive than hospitalization.

The twenty-three-hour crisis observation and holding is primarily used as a diversion from hospital level of care.