



Crisis stabilization authorization changes

Effective March 29, 2021, HealthKeepers, Inc. will implement authorization changes for Anthem HealthKeepers Plus providers. Changes will impact procedure codes (PCs) for crisis stabilization (CS) for community crisis stabilization providers only. Changes are outlined below.

Community crisis stabilization will now be authorized for five days for a total of 25 units on the initial registration. Residential crisis stabilization will remain seven days for a total of 56 units.

A shorter stay in community crisis stabilization will allow for the care coordinator (CC) to outreach the member and provider to engage in resolving the mental health crisis, connecting with stepdown services, and participating in discharge planning as quickly as possible. It is expected that the provider contact the member's CC at the admission of crisis stabilization services.

CMHRS	PC	Registration vs. authorization initial request	Authorization length	Authorization units
CS (community)	H2019	Registration	7 days 5 days*	56 units 25 units*
CS (residential)	H2019	Registration	7 days	56 units

** Reflects changes to be implemented March 29, 2021.*

Please note: These changes will be applicable to Anthem HealthKeepers Plus and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) members.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.

<https://mediproviders.anthem.com/va>

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