**Mobile Crisis Intervention Services**

**Rate Study**

**PROVIDER SURVEY INSTRUCTIONS**

– distributed by –

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– on behalf of –

Maine Department of Health and Human Services

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# Introduction

The Maine Department of Health and Human Services’ (DHHS) is in the process of studying the reimbursement rates for Mobile Crisis Intervention Services covered by Section 65 of the MaineCare Benefits Manual. Burns & Associates, a division of Health Management Associates (HMA-Burns), has been contracted to assist with this rate study.

As part of the rate study, HMA-Burns has developed a survey to collect data regarding providers’ service delivery designs. These instructions are intended to assist providers in completing the survey.

The survey is voluntary, but all providers are strongly encouraged to participate as the information collected will be a key consideration in the rate study.

Data collected through this survey will be used solely for the purpose of evaluating provider payment rates. Only aggregated data will be reported; no provider-specific information will be published.

## Assistance with the Survey

B&A recognizes that the survey can be complicated, and has established several resources to assist agencies in completing the survey:

* Guidance for many questions is embedded in the survey itself. Within the survey, select the “” icons to access this guidance.
* These instructions supplement the embedded directions and should be reviewed before completing the survey.
* Providers may contact Karl Matzinger with HMA-Burns at any time during the survey period at kmatzinger@healthmanagement.com or (480) 210-5679 for assistance or questions.

## Overview of the Survey

The survey is a Microsoft Excel file compatible with Excel 2010 and newer versions. Broadly, it is designed to collect information in three areas and providers should complete all three forms:

* Contact Information and Revenues
* Mobile Crisis Intervention Services - Office Details
* Mobile Crisis Intervention - Staff Details

Throughout the survey, fields in which users may report data are shaded in light green. Examples are shaded in grey. Dark green fields are automatically calculated based upon other responses.

## Completing and Submitting the Survey

When saving the survey, add your agency’s name to the beginning of the file name; e.g., “ABC Agency Mobile Crisis Intervention Services Rate Study Provider Survey”.

The deadline for submitting completed surveys is March 28, 2023. Submit completed surveys to Karl Matzinger at kmatzinger@healthmanagement.com.

Partially completed surveys will be accepted. If any information requested in the survey is unavailable, leave that field blank. Even if a submitted survey is incomplete, the information that your agency is able to provide will be considered as part of the analysis of survey responses.

If there are any factors that you believe should be considered but were not included in the survey, note those issues (and any other comments) in the transmittal email when submitting the survey. You may also submit any other documentation that you would like considered as part of this study.

# ‘Mobile Crisis Intervention Services – Office Details’

This form requests information regarding the staffing, caseloads, and service encounters associated with each office out of which Mobile Crisis services are provided.

The agency staffing section (Lines 3 to 16) request the average number of scheduled hours per week per job classification (e.g., LCSW or LADC) to staff the Mobile Crisis function in the office. Lines 13 through 16 can be used to report positions that are not included in the predefined classifications. Some staff may support multiple programs or ‘float’ between multiple offices. In these cases, prorate their time to reflect the hours that are reasonable attributed to the Mobile Crisis function. For example, an LCSW may work 40 hours per week, but may spend 16 hours per week providing Outpatient counseling and related activities. These 16 hours should not be attributed to the Mobile Crisis function so only 24 hours would be reported.

The caseload and coverage types section requests information related to the number of people who received Mobile Crisis services during the agency’s most recently completed fiscal year. After reporting the total number of individuals served on Line 28, report the percentage of those individuals covered by the listed insurance types on Lines 29 through 31. If someone has multiple insurance coverages, only count their primary insurance. Line 32 covers individuals without insurance. Lines 29 through 32 should total 100 percent.

# ‘Mobile Crisis Intervention Services – Staff Details’

This form requests information related to staff responsible for providing Mobile Crisis services. Staff should be reported individually, with each column representing one employee.

The staff details section collects background information for each staff. On Line 1, list an identifier for the individual. This can be any type of identifier as long as your agency keeps a record of who is reported in each column and can respond to any potential follow-up questions. On Line 3, report the number of hours the staff person worked during your agency’s most recently completed fiscal year and on Line 4, report the number of those hours associated with the Mobile Crisis function. On Line 6, report the number of their Mobile Crisis work hours that were billed to any payer; do not include hours that were allocated to DHHS contract funding.

The staffing pattern section gathers information about staff’s activities during a typical week. This form should reflect staff’s current experience. To complete this section, report the total number of hours each staff person works in a typical week on line 8. Then, in the remaining lines (9 to 21), report the activities in which they are engaged. The sum of hours for all reported activities must be equal to the total number of work hours reported on line 8.

Lines 9 through 12 collect information related to Mobile Crisis services based on who is receiving services (that is, based on coverage type). The remaining lines are for general functions and do not distinguish between coverage types. As necessary, there are ‘Other activities’ lines that can be used for responsibilities not provided on the predefined list. Do not use these lines to report hours associated with training, holidays, or paid time off.

It is understood that the number of hours that a staff person works and how they spend their time may vary from week-to-week. To complete this section, informed judgement will be necessary to consider these variations and determine what constitutes a ‘typical’ week. This could be done for example, by considering how much time the employee spends on each of these activities over the course of a year and then dividing that total by 52. For example, most staff may not perform community outreach activities each week, rather, they make presentations once or twice a month over the course of a year. Thus, if they spend an average of 65 hours per year in community outreach activities, you would report 1.25 hours per week (65 divided by 52).