



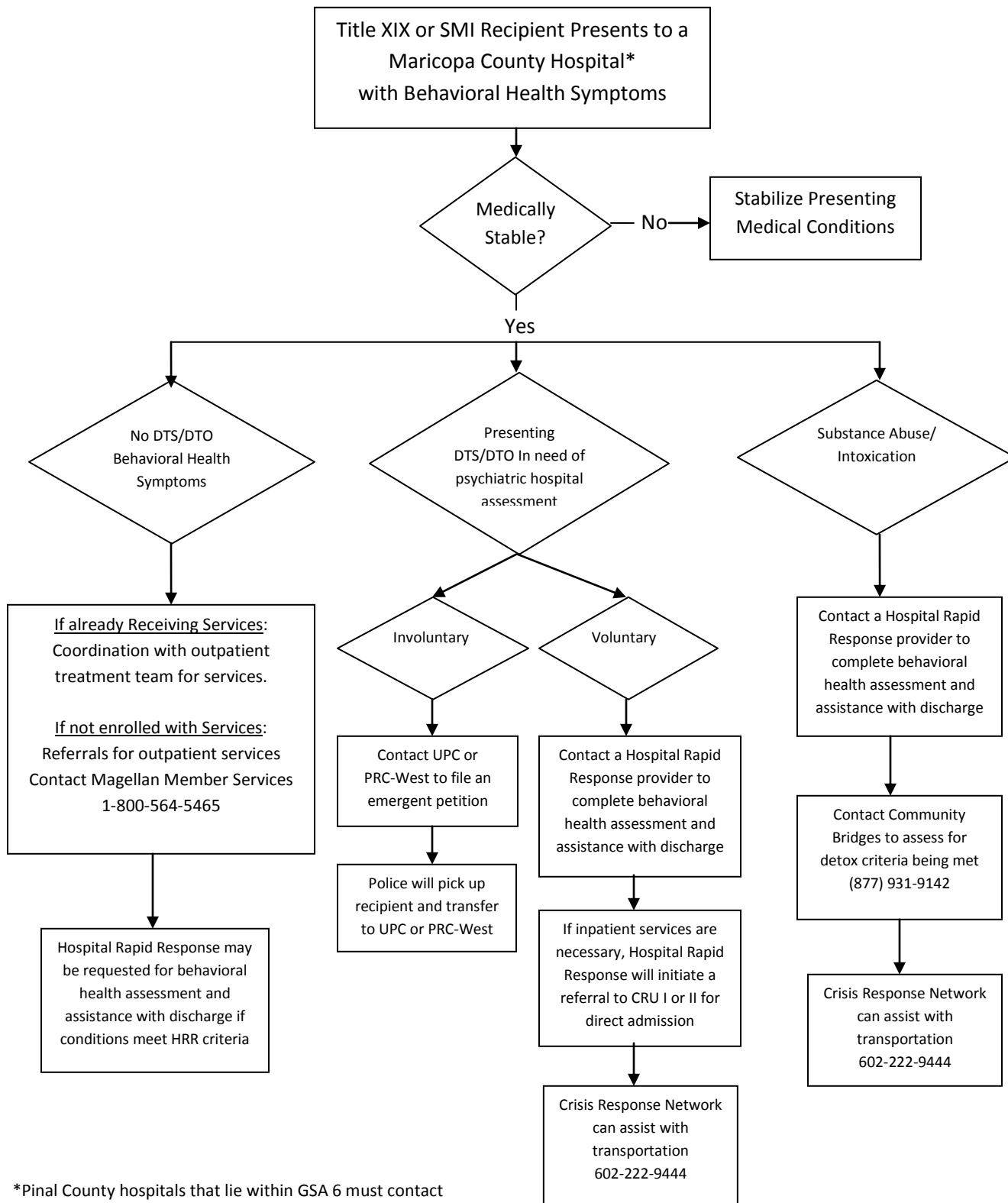
**Crisis Intervention Services Delivered in  
Emergency Departments**  
Attachment 3.25.1

In collaboration with local hospitals, Magellan has agreed to provide crisis intervention services for Title XIX/XXI eligible individuals and Non-Title XIX/XXI persons determined to have a Serious Mental Illness (SMI) who present for services in hospital emergency departments (as defined in 42 CFR § 489.24). This protocol describes Magellan’s Hospital-based Rapid Response program.

A Magellan-funded Hospital Rapid Response provider will be deployed to an emergency department to provide crisis intervention services upon request, after the person has been medically cleared by the attending physician. Crisis intervention services are available through the following providers:

- Crisis Response Network (CRN) at 602-629-1501
- Crisis Preparation and Recovery (CPR) at 480-804-0326

When a Title XIX/XXI eligible person or person determined to have SMI (regardless of Title XIX/XXI status) presents in an emergency department, the procedures followed for delivering services will depend on whether or not the person is a danger to self (DTS) or danger to others (DTO) and whether or not the person has presented for crisis services due to substance abuse. See the process flow chart below for detailed procedures:



\*Pinal County hospitals that lie within GSA 6 must contact Crisis Response Network (602-222-9444) to request Crisis Intervention Services within the hospital and emergency department