

## 23-Hour Crisis Stabilization Services – Regulatory Update

**Update #:** OPS23HRCR101724

**Effective Date:** 10/17/2024

**Applicable Plan(s):** Medicaid

**Applicable Policy:** N/A

**Business Owner:** Network Management – Contracting

**Current State:** N/A

**Future State:** Department of Behavioral Health and Developmental Services (DBHDS) is requiring that providers of 23-Hour Crisis Stabilization services obtain one of the following licenses: (i) MH Center-Based Crisis Receiving Center for Adults (02-040) and/or MH Center-Based Crisis Receiving Center Children and Adolescents (02-041). Current providers of 23-Hour Crisis Stabilization services have 90 days from July 17, 2024, to obtain the appropriate license for the service being provided and must complete the DMAS enrollment process with the new license. Providers of 23-Hour Crisis Stabilization are required to do all the following actions by October 17, 2024.

If you are a Sentara Health Plans participating provider providing 23-Hour Crisis Services and do not meet the October 17, 2024 deadline of enrolling as a 23-Hour Crisis Stabilization provider with the new DBHDS license and applicable provider type(s) and specialty, you will not be eligible to provide these services for Sentara Health Plans or be reimbursed by DMAS or its contractors until enrollment is complete and approved. Please be advised that any requests for retroactive claims reimbursements for 23-Hour Crisis Stabilization services for any provider not in possession of the updated licensure(s) by October 17, 2024, will be denied by Sentara Health Plans and will not be paid under any circumstances—no exceptions.

Participating providers will also receive a detailed communication pertaining to this regulatory change via USPS mail.

**Please send a copy of your new license to our credentialing department via email at:** [Cred\\_Org\\_Apps@sentara.com](mailto:Cred_Org_Apps@sentara.com) and in the subject line please note: **New 23-Hour Crisis Stabilization License.**