

How to use the new SAMHSA crisis guidelines

The Substance Abuse and Mental Health Services Administration (SAMHSA) has developed new crisis guidelines to strengthen and standardize crisis care across systems. Designed to meet the unique needs of various stakeholders, these guidelines provide clear strategies for improving coordination, accessibility, and quality of crisis services. This resource provides an overview of how various stakeholder groups can best use the new guidelines to support crisis service and system design in their community.

State, Tribal, and Local Governments	Providers	Payers
<ul style="list-style-type: none"> • Understand the differences between similar services being offered in the community • Classify and categorize existing crisis services within their communities • Obtain knowledge of expected and preferred service elements for the described crisis services • Identify and incentivize best and promising practices • Assess the adherence of implementation of services • Identify services that can address the behavioral health needs of the community to develop a continuum that serves all levels of acuity • Identify specific opportunities for new services and/or expansion of existing services • Identify ways to strategically, systematically, and efficiently expand services • Identify ways to connect and coordinate services in a systematic manner • Identify potential process and outcome measures that can be used as benchmarks for crisis services to support quality improvement and strategic planning • Provide recommendations for future service enhancements 	<ul style="list-style-type: none"> • Have a clear expectation of the services provided in different settings • Better understand how to navigate the services within a system's crisis continuum • Advocate for the types of services that they desire in their community 	<ul style="list-style-type: none"> • Develop criteria for service coverage that encourages access to a wide array of emergency and crisis services • Develop innovative payment methodologies (such as alternative payment models) that support access to a wide array of emergency and crisis services • Develop a reimbursement methodology that sustainably supports the care • Develop coverage policies and procedures that are not overly restrictive and are consistent with the needs of the unique and fast-paced nature of crisis care (such as those related to prior authorizations, etc.)

QUESTIONS? ASK THE EXPERTS.

Get 30 minutes with Dr. Balfour and Chris Santarsiero

Email hello@connectionshs.com to set up a time