

PROGRAM OPERATIONS DIRECTIVE
58.0
SUBJECT: Behavioral Health Urgent Care / Crisis Services
ISSUED: 7/31/2026

PURPOSE:

To clarify procedure billing and ADP allocation requirements for in-person and walk-in crisis services provided in any CMH building.

POPULATION:

Individuals receiving walk-in or crisis services at any CMH location.

PROCEDURE:

Staff providing in-person, walk-in, face-to-face crisis services in a CMH building should use the Behavioral Health Urgent Care location with the BHUC place of service designation (POS 20). Crisis codes should be used only under the BHUC location, including H2011, T1023, and 90839/90840.

When providing Behavioral Health Urgent Care services, staff must record all associated time in ADP using code 102233. This includes both billable and non-billable time. If this code is not available in ADP, staff should contact Payroll to request access.