



## HEALTH SYSTEMS DIVISION

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**Date:** November 2, 2023

**To:** Behavioral health providers

**From:** Donny Jardine, Medicaid Behavioral Health Programs manager  
Medicaid Programs

**Subject:** Billing for Mobile Crisis Intervention Services

The Oregon Health Authority (OHA) has reviewed claims data and found that some providers have been submitting claims for H2011 (Crisis Intervention Services per 15 minutes) with the HE and/or HT modifiers when they are:

- Not certified to do so, or
- Providing a service that cannot be billed with this code/modifier combination.

Providers may only bill code H2011 with the HE or HT modifiers:

- For Mobile Crisis Intervention Services (MCIS) rendered according to [Oregon Administrative Rule Chapter 309, Division 072](#) and
- If they have MCIS on their Certificate of Approval (COA).

### Why is this happening?

This ensures only certified MCIS providers are reimbursed for these services as described in the [MCIS billing guide](#).

### What should you do?

- If you are billing H2011 for a crisis service that is not MCIS, do not add the HE or HT modifiers.
- If you do not have MCIS on your COA, do not bill code H2011 with the HE or HT modifiers.

If you submitted claims for H2011 with the HE or HT modifiers without MCIS certification or for services other than MCIS, please amend those claims to remove the HE and/or HT modifier. OHA will recover any overpayments from your future payments as needed.

### Questions?

- **About billing OHA:** Contact Provider Services at [dmap.providerservices@oha.oregon.gov](mailto:dmap.providerservices@oha.oregon.gov) or 1-800-336-6016.
- **About MCIS policy:** Contact Medicaid Programs at [medicaid.programs@oha.oregon.gov](mailto:medicaid.programs@oha.oregon.gov).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.