



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

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**M E M O R A N D U M**

**DATE:** April 14, 2021

**TO:** CEOs, Prepaid Inpatient Health Plans (PIHPs) and Community Mental Health Services Programs (CMHSPs)

**FROM:** Allen Jansen, Senior Deputy Director, BHDDA/MDHHS  
Jon Villasurda, MPH, State Assistant Administrator, BHDDA/MDHHS

**SUBJECT:** Michigan Crisis and Access Line (MiCAL) and PIHP/CMHSP Care Coordination Requirements

Please receive this document as a formal notice of care coordination and information sharing requirements between MiCAL and PIHPs/CMHSPs. This document should be retained until its contents are integrated into the State's applicable Administrative Rules, policies, and/or the PIHP and CMHSP contracts.

**Background**

Effective April 26, 2020, [Michigan Public Act 12 of 2020](#) created a new behavioral health integrated crisis and access system called MiCAL. The law codifies MiCAL into Michigan's Mental Health Code at [MCL 330.1165](#), requiring the Michigan Department of Health and Human Services (MDHHS) to contract with a vendor to develop and operate a command center that provides crisis response services through omni-channel communication methods (e.g., phone, text, chat, email) to support Michiganders in crisis whilst facilitating coordinated access to care to all essential services cited in the Michigan Mental Health Code at MCL 330.1206. It also requires MiCAL to refer and connect individuals requiring mental health or substance use disorder services to mental health professionals, including, but not limited to, CMHSPs and PIHPs.

**Disclaimer of MiCAL Vendor**

The MiCAL vendor is an actor of the State and is required through its contract with the state to provide crisis and access line services to individuals in coordination with PIHPs, CMHSPs, and other providers as appropriate. MiCAL will provide crisis intake and stabilization support, peer warmlines services, and serve as a suicide prevention resource as an affiliate to the National Suicide Prevention Lifeline (NSPL). In addition, MiCAL will provide information and coordinate referrals to behavioral health and necessary social services. MiCAL, however, is not a therapy or treatment line; any support provided through phone, text, or chat from MiCAL does not constitute mental health or substance use disorder care or treatment. Moreover, MiCAL is not a covered entity under 42 CFR Part 2.

MiCAL will act as a business associate of MDHHS. MiCAL, as a business associate of MDHHS under the Health Insurance Portability and Accountability Act (HIPAA), is permitted to receive any protected health information (PHI) that would otherwise be shared with MDHHS for purposes within the scope of MiCAL's work as a business associate. See [45 CFR 164.502\(e\)\(1\)](#).

### **Care Coordination Requirements**

In accordance with Michigan Public Act 12 of 2020 (MCL 330.1165) and with consideration of best practice standards outlined in SAMHSA's [National Guidelines for Behavioral Health Crisis Care: Best Practice Toolkit](#), MDHHS will require care coordination protocols between MiCAL and the PIHPs/CMHSPs for Michiganders needing PIHP/CMHSP services, including the activation of real-time face-to-face crisis services (e.g., crisis stabilization, mobile crisis, etc.). Care Coordination protocols will be streamlined to ensure the person in need receives the quickest and most direct support, as appropriate. MDHHS requires the protocols to include, at a minimum, the following:

- Receive crisis alerts from PIHPs/CMHSPs for individuals who are within the geographic boundaries of the PIHP/CMHSP and likely to go into crisis. MiCAL staff will use the crisis alert guidance to prospectively plan for providing support to the individual. MiCAL staff will also provide follow up reports to the PIHP/CMHSP for any support provided to the individual including a safety plan if one was developed. (Please note that each 42 CFR Part 2 covered entity is responsible for ensuring that any information they share with MiCAL meets 42 CFR Part 2 requirements.)
- Provide daily activity reports to PIHPs/CMHSPs for callers who:
  - Call in on the PIHP/CMHSP crisis/access line while it is forwarded to MiCAL and share relevant information, including but not limited to, protected health information for purposes of care coordination;
  - Call, chat, or text MiCAL or the National Suicide Prevention Lifeline (NSPL), report they receive services from a PIHP/CMHSP, and would like information on the support provided by MiCAL to be shared with a PIHP/CMHSP;
  - Call, chat, or text MiCAL or the NSPL, receive services from a PIHP/CMHSP as determined by Active Care Relationship and/or Admission-Discharge-Transfer data and do not specifically prohibit information being shared with a PIHP/CMHSP.
- Share an individual's information with relevant parties as necessary to trigger face to face crisis interventions in crisis situations.
- Provide afterhours or emergency crisis coverage for PIHPs/CMHSPs through the forwarding of PIHP/CMHSP phone lines or other mediums of crisis inquiry.
- Receive in real time all necessary crisis service information from the PIHPs/CMHSPs to directly trigger the provision of face-to-face crisis services, including not limited to the afterhours on call process, preadmission screening process, mobile crisis, and other crisis stabilization services.

- Receive in real time all necessary service information from the PIHPs/CMHSPs to make warm handoffs and referrals from MiCAL to the PIHPs/CMHSPs in the most efficient and effective manner for the person in need.

MDHHS looks forward to partnering with all CMHSPs, PIHPs, and MiCAL to successfully implement MiCAL statewide. As always, please do not hesitate to contact us with any questions or comments at the MiCAL inbox: [MDHHS-BHDDA-MiCAL@michigan.gov](mailto:MDHHS-BHDDA-MiCAL@michigan.gov).