



77 Water St.  
14<sup>th</sup> Floor  
New York, NY 10005

**Re: Mobile Crisis Benefit for New York Medicaid Recipients**

Dear Practitioner Name:

Beginning October 1, 2019, the current UnitedHealthCare Community Plan benefit package will also cover Mobile Crisis services for both adults and children who are enrolled in the plan.

The Mobile Crisis Component of the New York 1115 Medicaid Waiver Crisis Intervention Benefit includes the following services:

- Telephonic triage and crisis response
- Mobile crisis response
- Telephonic crisis follow-up
- Mobile crisis follow-up

Prior authorizations and concurrent reviews are not required for these Mobile Crisis services.

Please contact Network Management if you have any questions (email strongly preferred):

Email: **NYNetworkManagement@optum.com**

Fax: **1-866-483-6254**

Phone: **1-877-614-0484**

Sincerely,

Tara Caruso  
Director Provider Relations (NY, NJ, CT and VT)  
Behavioral Network Services