



## BEHAVIORAL HEALTH GUIDANCE AND SUPPORT DOCUMENT

Care Managers should engage in a discussion with the member and/or their primary caregiver/family member to determine if there has been a change in the member's mental well-being. Consider what is "normal" for this person, established and known thoughts, feeling and actions are considered the persons baseline. The Care Manager is looking to determine if there is a change from this "baseline" that indicates the member's normal coping skills and resources are not working and they require additional assistance. Are they reporting thoughts, feelings or actions that are consistent with what the Care Manager or care giver knows about the person historically, or is this a significant change in recent thoughts, feelings and actions since the COVID-19 crisis? Frequency, duration and intensity are important factors. Even if the thoughts, feelings and actions that the member is experiencing or demonstrating are ones reported in the past, if there is a significant change in how often, or how long, they are experiencing these or are they demonstrated an escalated intensity of the behavior, additional assistance may be needed. If a person is experiencing an increased frequency (nearly every day) and/or a substantial increase in intensity, the Care Manager should document this need as "unmet behavioral support need".

Behaviors that are particularly important to identify and monitor are those that may place the member at risk of needing to access local emergency resources (police, emergency room, hospital) at a time when these resources are less available and able to respond to their needs than they were pre-COVID-19 crisis.

These "at risk of local emergency engagement" behaviors include aggressive behaviors that with a steady increase in frequency, duration or intensity:

- Self-injurious behaviors (intent to harm self),
- behaviors which actively threatens the life or safety of the individual or others,
- aggressive or assaultive behaviors that threaten the safety of other individuals, or
- significant property destruction, which could potentially result in criminal prosecution.

If the Care Manager identifies that the member needs immediate/emergency behavioral health support, the Care Manager should use behavioral health hot lines to connect the person to behavioral health services.

- NYS OMH Emotional Support Line - 1-844-863-9314
- National Disaster Distress Hotline – 1-800-985-5990 or Text "TalkWithUs" to 66746
- National Suicide Prevention Lifeline – 1-800-273-8255
- Crisis Text Line – Text "HOME" to 741741
- NAMI HelpLine - Monday through Friday, 10 am–6 pm, ET. 1-800-950-NAMI (6264)

Contact NYSTART if the member is engaged with them and/or contact ACA/NY's Clinical Department for additional support and assistance at [clinicalservices@myacany.org](mailto:clinicalservices@myacany.org).