

## Florida Crisis Intervention Program

*Helping members in mental health crisis through emergent care situations*

Mental health issues comprise up to 12% of all emergency department visits for adults in the U.S. and Canada.<sup>1</sup> When combined with other diagnoses, the number jumps to 38%.<sup>1</sup>

### Optum's Crisis Intervention Program in Florida

Created in 2023, the Crisis Intervention Program supports community members who have significant behavioral health conditions. It aims to divert placement into more restrictive levels of care, when appropriate, by bringing together members from Florida Assertive Community Treatment Teams (FACT), Community Action Treatment Teams (CAT), Mobile Response Teams (MRT), and/or Community Mental Health Centers.

With the mental health and substance abuse crisis unfolding in Florida's emergency rooms, Optum hopes to partner more closely with providers to pool resources, expand health equity and improve health outcomes to members with a history of or likely to end up in an emergency room. **Please review the eligibility criteria below and refer members who qualify and could benefit from this program.**

### Eligibility criteria

To be considered for this program, members must meet the criteria below.

All of the following
<ul style="list-style-type: none"> <li>Active Florida Medicaid/UnitedHealthcare Community Plan member</li> <li>No age limitation. We'll collaborate with caregiver if member is a child.</li> <li>Diagnosed with serious mental illness, severe emotional disturbance and/or substance use disorder</li> </ul>
Plus, recent history of any of the following
<ul style="list-style-type: none"> <li>Targeted mental health crisis prevention, intervention and resolution with CAT, FACT, MRT, 988 Suicide and Crisis Lifeline, and/or any of the following: <ul style="list-style-type: none"> <li>Multiple crisis service involvement within the past 30 days</li> <li>Advised to follow-up with mental health and adjunct support services</li> </ul> </li> <li>Diverted from inpatient admission by a crisis intervention</li> </ul>
Plus, one or more of the following
<ul style="list-style-type: none"> <li>2+ inpatient mental health or substance use disorder (SUD) admissions <b>or</b> emergency room visits in last 6 months</li> <li>Requires referral(s) for mental health and/or community support</li> <li>Being released or recently released from civil state hospital</li> <li>Consult(s) requested by any of the following: Department of Juvenile Justice, Department of Children and Families, or the Agency for Healthcare Administration, <b>or</b> for youth eligible for the Statewide Inpatient Psychiatric Program</li> </ul>

### How to make referrals



Email qualified member referrals to [floridabehavioralhealthliaison@optum.com](mailto:floridabehavioralhealthliaison@optum.com). Please include the following member information: Name, date of birth, Medicaid number (if known), phone, address (indicate if homeless/unhoused), reason for referral, other known services/resources/support system contacts, and any additional information that may be helpful.

<sup>1</sup>Alberto, C. and Silvia, Z. 2025. Psychiatric Emergency or General Emergency: Evolution or Involution? A Qualitative Study with Mental Health and Emergency Professionals. *International Journal of Mental Health Nursing*. 34e: 70063, p. 1. <https://onlinelibrary.wiley.com/doi/full/10.1111/inm.70063>.