



# DRAFT FOR FEEDBACK: Adult Mobile Crisis Definition and Scope of Service

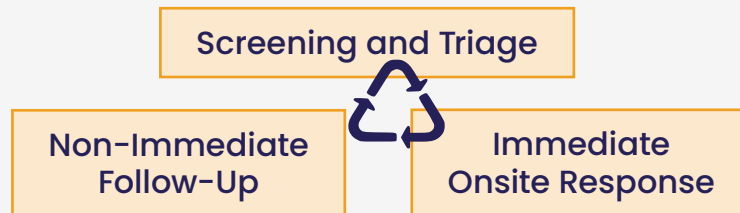
## Overview

This document is informed by Clear Pathways Adult Mobile Crisis Alternative Payment Model (AMC APM) Demonstration Program Standards and establishes a foundation for testing value-based payment approaches designed to improve access, quality, and continuity of care while reducing avoidable hospital and justice system involvement.

## What Is AMC?

AMC is a structured, community-based, in-person service for adults experiencing a behavioral health crisis. It is a diversion-focused model designed to provide timely assessment, deescalation, and short-term intervention, facilitate access to appropriate care across the continuum, and help individuals avoid unnecessary hospitalization or involvement with law enforcement whenever safe and appropriate.

## The Three Phases of AMC Service Delivery



### AMC

- Community-based, in-person response**  
 Service delivered where the crisis occurs—in the home, community, or other location requested by the individual or referrer.
- Immediate response**  
 AMC team arrives on scene within 60 minutes (urban/suburban) or 120 minutes (rural) of dispatch.
- Non-immediate follow-up**  
 Planned follow-up mobile outreach occurring within 7 days of the immediate response.
- Telehealth in rare exceptions**  
 Immediate crisis response should be delivered in-person. Telehealth may be an acceptable modality only in exceptional circumstances (e.g., public health emergency, severe weather), with documentation required.
- Co-response with law enforcement**  
 When safety circumstances warrant it (e.g., presence of a weapon, domestic violence), law enforcement may accompany the AMC team.

### Not AMC

- Clinic, office, or facility-based setting**  
 AMC cannot be provided in a clinic, office, emergency department, crisis stabilization unit, or inpatient /acute care setting.
- Imminent 911 emergencies**  
 When triage determines there is immediate risk to life, the call is transferred to 911. This is an “emergency” dispatch.
- Ongoing outpatient treatment**  
 AMC is a time-limited crisis intervention, not a substitute for traditional outpatient treatment or support services.
- Telehealth-only follow-up as primary mode**  
 Telephonic outreach alone is not sufficient as the primary follow-up modality; face-to-face or video engagement is the standard.
- Response by law enforcement alone**  
 AMC is a behavioral health-led service. A response by police without a behavioral health clinician does not constitute AMC.