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DEPARTMENT OF HEALTH AND HUMAN SERVICES
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M E M O R A N D U M

DATE: June 11, 2020
TO: Prepaid Inpatient Health Plans and Community Mental Health Services Programs
FROM: Jon Villasurda, MPH, State Assistant Administrator, BHDDA/MDHHS
SUBJECT: Michigan Crisis and Access Line (MiCAL): Overview and Next Steps

Overview

Effective April 26, 2020, Michigan Public Act 12 of 2020 created a new behavioral health integrated crisis and access system called MiCAL.¹ The law codifies MiCAL into Michigan's Mental Health Code at MCL 330.1165, requiring MDHHS to contract with a vendor to develop and operate a command center that provides crisis line services and leverage omni-channel communication methods to support persons in crisis and facilitate coordinated access to care to all essential services cited in the Michigan Mental Health Code at MCL 330.1206.² MiCAL will be available for anyone in the state in need of behavioral health and/or crisis response services.

MiCAL will be staffed 24 hours a day, seven days a week. MiCAL staff will provide Michiganders with crisis and warm line services, informational resources, and facilitated coordination with local systems of care (e.g., Community Mental Health Services Programs [CMHSPs], Prepaid Inpatient Health Plans [PIHPs], and other applicable entities). In addition, MiCAL will integrate with treatment registries (e.g., psychiatric beds, substance use disorder services, crisis residential services) as required by Public Act 658 of 2018. To support the work, MiCAL will utilize a customer relationship management (CRM) database infrastructure to track, monitor, assign, follow up, and report on access line operations. The CRM will also be leveraged to bolster internal BHDDA operations. MDHHS will maintain operational oversight of MiCAL and work with PIHPs, CMHSPs, and other entities to ensure it is optimally executed.

There are two fundamental components of MiCAL:

- 1) Establishment of a centralized crisis command center. This center shall provide crisis line services and leverage omni-channel communication methods to support persons in immediate crisis and facilitate coordinated access to care to all essential services cited in the Michigan Mental Health Code at MCL 330.1206. These services include but are not limited to the following: suicide prevention, behavioral health supports and services, substance use disorder treatment, rehabilitation services, and other services as required and appropriate. Additionally, the center must coordinate access to crisis and other pertinent services with Community Mental Health Services Programs (CMHSPs) and Prepaid Inpatient Health Plans (PIHPs).
- 2) Development of a Customer Relationship Management (CRM) database. BHDDA is developing a CRM solution to: 1) assist in its oversight of MiCAL operations and the command center cited

¹ Michigan Legislature. (2020). Public Act 12 of 2020. Retrieved from: <http://www.legislature.mi.gov/documents/2019-2020/publicact/pdf/2020-PA-0012.pdf>.

² Michigan Legislature (2020). Michigan Compiled Law at 330.1165. Retrieved from: [http://www.legislature.mi.gov/\(S\(nma2a4iu0gx0rcjd4gd20iu\)\)/mileg.aspx?page=getObject&objectName=mcl-330-1165](http://www.legislature.mi.gov/(S(nma2a4iu0gx0rcjd4gd20iu))/mileg.aspx?page=getObject&objectName=mcl-330-1165).

above, and 2) efficiently manage BHDDA business processes and workflows that are pertinent to administering Michigan's public behavioral health system with MDHHS' PIHP and CMHSP partners (e.g., customer service, contract management, program applications, CMHSP certification, site reviews, etc.). MDHHS, PIHPs, and CMHSPs will have access to the CRM database.

It is the vision of MDHHS to ensure MiCAL is predicated in crisis system best practices and evidence, but more importantly to be of value to the public behavioral health system and the Michiganders we collectively serve. To this end, MiCAL will incorporate values outlined in SAMHSA's National Guidelines for Behavioral Health Crisis Care. These values and the centralization of command center operations have shown to produce efficiencies and access improvements in other states where implemented.

MDHHS is working with its partners in the Michigan Department of Technology, Management, and Budget (DTMB) to develop and implement MiCAL. That said, MDHHS will be engaging its PIHPs and CMHSPs soon to assist in the creation of MiCAL protocols. PIHP and CMHSP participation in the development of MiCAL processes is critical for optimal care coordination and efficient program operations. MDHHS will also modify applicable administrative rules or contract language where necessary to ensure optimal integration of MiCAL into existing processes.

Next Steps

In the coming weeks, MDHHS will work with the Community Mental Health Association of Michigan (CMHAM) to engage PIHPs and CMHSPs in the development of MiCAL. This will include the establishment of at least two workgroups: 1) an MiCAL Design Workgroup to create operational protocols for the crisis/referral components, and 2) a BHDDA CRM Workgroup to provide advisement to the development of the internal BHDDA operational components of the CRM.

Prospective High-Level Timeline (subject to change)

- MiCAL Operational Timeline
 - June 2020: Staffing RFP for MiCAL is issued.
 - June/July 2020: Broad CMHSP/PIHP engagement through emails and listening sessions.
 - August/September 2020: CMHSP/PIHP representatives recruited for the Design Workgroup.
 - September 30, 2020: MiCAL vendor contract begins.
 - October 2020: Pilot region selected for phase 1 rollout.
 - October-December 2020: MiCAL Design Workgroup commences.
 - January-March 2021: Pilot region preparation.
 - March 2021: MiCAL pilot region operational.
 - March 2021-March 2022: Statewide expansion in regional phases.

- BHDDA CRM Timeline:
 - July/August 2020: CMHSP/PIHP representatives recruited for the BHDDA CRM Workgroup.
 - August 2020: BHDDA CRM Workgroup commences.
 - September 30, 2020: First phase of CRM operational.
 - March 2021: BHDDA CRM fully operational.

MDHHS is excited to work with its stakeholders to execute the MiCAL law to innovatively transform Michigan's crisis and access system for the ultimate benefit of Michiganders with behavioral health needs. For any questions, comments, or concerns, please feel free to reach out to the MiCAL Team at MDHHS-BHDDA-MiCAL@michigan.gov.