



DATE: April 28, 2026

Behavioral Health Information Notice No: 26-018

TO: California Alliance of Child and Family Services
California Association for Alcohol/Drug Educators
California Association of Alcohol & Drug Program Executives, Inc.
California Association of DUI Treatment Programs
California Association of Social Rehabilitation Agencies
California Consortium of Addiction Programs and Professionals
California Behavioral Health Association
California Hospital Association
California Opioid Maintenance Providers
California State Association of Counties
Coalition of Alcohol and Drug Associations
County Behavioral Health Directors
County Behavioral Health Directors Association of California
County Drug & Alcohol Administrators

SUBJECT: Medi-Cal Mobile Crisis Reporting Requirements

PURPOSE: To provide guidance to the county mental health plans (MHPs), Drug Medi-Cal (DMC) counties, and Drug Medi-Cal Organized Delivery System (DMC-ODS) plans about Medi-Cal mobile crisis data requirements and updates to reporting frequency.

REFERENCE: American Rescue Plan Act of 2021 Section 9813 ([42 U.S.C. section 1396w-6](#)); California Code of Regulations (CCR), Title 9, Sections [1810.405](#) and [1810.410](#); Centers for Medicare and Medicaid Services [State Health Official \(SHO\) #21-008](#); DHCS Behavioral Health Information Notice (BHIN) No. [20-070](#), [21-003](#), [21-013](#), [21-071](#), [21-073](#), [23-001](#), [22-011](#), [22-013](#), [22-019](#), [23-025](#); DMH Information Notice No. [10-02](#) and [10-17](#); Social Security Act Section 1905(r) ([42 U.S.C. § 1396d](#)); State Plan Amendment (SPA) [20-0006-A](#), [21-0051](#), [21-0058](#), [22-0001](#) and [22-0043](#)

BACKGROUND:

The American Rescue Plan Act of 2021 section 9813 ([42 U.S.C. section 1396w-6](#)), allows states to add qualifying community-based mobile crisis intervention services as a covered Medicaid benefit for a five-year period, beginning April 1, 2022, and ending March 31, 2027.

Pursuant to [Welfare and Institutions Code section 14132.57](#), DHCS amended California's Medicaid State Plan to provide qualifying community-based mobile crisis intervention services ("mobile crisis services") to Medi-Cal members experiencing a mental health and/or substance use disorder (SUD) crisis ("behavioral health crisis"). DHCS received approval from the Centers for Medicare and Medicaid Services of SPA 22-0043 to implement the Medi-Cal mobile crisis services benefit, effective January 1, 2023.

County MHPs, DMC counties, and DMC-ODS plans (collectively, "behavioral health delivery systems") were required to implement the Medi-Cal mobile crisis services benefit across two cohorts, consistent with BHIN 23-025. Cohort I consisted of most behavioral health delivery systems that were required to implement the benefit by December 31, 2023, and Cohort II consisted of 12 counties that were required to implement the benefit by June 30, 2024.

Consistent with BHIN 23-025, behavioral health delivery systems must provide process and outcomes data to DHCS for purposes of monitoring and overseeing the implementation of the Medi-Cal mobile crisis services benefit. Data reported to DHCS must support claims associated with these services.

POLICY:

This BHIN provides counties with information on the data elements outlined in BHIN 23-025 and provides additional guidance as it pertains to the data submission process, methods, and reporting frequency. Behavioral health delivery systems must report mobile crisis data to DHCS quarterly, no later than 30 calendar days following the end of each quarter.

Behavioral health delivery systems must provide DHCS with data for each mobile crisis service encounter. A data Java Script Object Notation (JSON) Schema and Technical

Guides have been provided to behavioral health delivery systems that provide more information on the specific data elements required for submission. The required data elements must include, but are not limited to:

- Schema Version
- County Code
- Reporting Period
- DHCS Program Area (MHP, DMC, or DMC-ODS)
- Environment Indicator
- Encounter Count
- Member Client Index Number (CIN)¹
- Member Name
- Member Date of Birth
- Date of Mobile Crisis Service Encounter
- Dispatch Channel
- Location of Mobile Crisis Service Encounter (Place of Service)
- Standard Response Time
- Dispatch Time
- Arrival Time
- Calculated Response Time²
- Law Enforcement Involvement
- Law Enforcement Involvement Other Explanation Transportation Destination
- Transportation Destination Other Explanation
- Vehicle Used First Responder Professional Title
- Second Responder Professional Title
- Third Responder Professional Title

¹To support statewide quality improvement, monitoring, and oversight of the Medi-Cal Mobile Crisis Services benefit, DHCS requires the collection of the Medi-Cal Member CIN as part of the required encounter-level reporting. When submitted along with the member's date of birth and date of service, the CIN enables DHCS to retrieve and match the reported data with the corresponding demographic and other member-specific data already maintained within DHCS' data and claiming systems.

² The "Calculated Response Time" will be derived from DHCS. Refer to the Technical Guide document for more information.

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- Telehealth Used
- Telehealth Type
- Specialist Consult Telehealth Used Specialist Consult Telehealth Type
- Interpreter Specialist Consult Telehealth Used
- Interpreter Specialist Consult – Telehealth Type
- Interpreter Specialist Consult – Telehealth Type Detail
- Interpreter Specialist Consult – Telehealth Type Other Explanation
- Telehealth Interpreter Service Used
- Disposition of Encounter
- 72-Hour Follow-up Attempted 72-Hour Follow-up Not Attempted
- 72-Hour Follow-up Result (if a 72-hour follow-up attempt was made, specify result or outcome)
- 72-Hour Follow-up Date
- Referrals to Ongoing Services (Whether the member was referred to other services, and if so, which services)
- Encounter Count

Privacy and Confidentiality

The privacy and confidentiality of patient information shall be maintained consistent with BHIN 23-025 and federal and state laws. For guidance regarding the use and disclosure of mental health information in California, among other types of health information, Medi-Cal behavioral health delivery systems may consult: [State Health Information Guidance \(SHIG\) - CDII](#).

Data Submission

Starting on January 1, 2026, Medi-Cal behavioral health delivery systems must begin collecting the mobile crisis data specified above. The first report is due 30 calendar days following the last day of the first reporting period. Medi-Cal behavioral health delivery systems must submit the data to DHCS quarterly using the JSON file format for each reported encounter.

Behavioral health delivery systems must submit mobile crisis reporting data to DHCS via the MOVEit secure file transfer system. The JSON Schema and Technical Guide have been made available to counties through the DHCS Documentation Center (DDC), a

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secure SharePoint site used to share documents with county partners. Behavioral health delivery systems must submit a separate JSON file for each delivery system. Specifically, one file must be submitted for encounter data from the Specialty Mental Health Services program, and a separate file must be submitted for encounter data from the DMC or DMC-ODS program. Data from MHP and DMC counties or DMC-ODS plans must not be combined in a single submission. To obtain the latest version of the JSON Schema and Technical Guide from DDC, please email CountySupport@dhcs.ca.gov to request access.

Mobile Crisis Reporting Quarterly Submission Timeline

Reporting Periods	Data Submission due to DHCS
Quarter 1: January 1 – March 31	30 calendar days following the last day of the reporting period.
Quarter 2: April 1 – June 30	
Quarter 3: July 1 – September 30	
Quarter 4: October 1 – December 31	

The submission deadline for 2026 Quarter 1 and Quarter 2 will be July 31, 2026. To ensure the accurate and timely completion of mobile crisis data reporting, behavioral health delivery systems must provide all data requested above and abide by all established DHCS timelines and processes for submission purposes. DHCS may impose a corrective action plan, as well as administrative and/or monetary sanctions for non-compliance.³ For additional information regarding administrative and monetary sanctions, see [BHIN 25-023](#), and any subsequent iterations on this topic.

If you have any questions regarding this BHIN, please contact DHCS at CountySupport@dhcs.ca.gov.

Sincerely,

Michele Wong, Chief
Behavioral Health Oversight and Monitoring Division

³ Welf. & Inst. Code § 14197.7