

May 2024

## North Carolina Utilization Management Guidelines for Medicaid

**Subject:** Behavioral health urgent care- in lieu of service**Original Effective Date:** July 1, 2021**Status:** Active**Last Review Date:** March 23, 2024

Description
-------------

Service Definition and Required Components Behavioral Health Urgent Care (BHUC) is a designated service for individuals four years or older experiencing a behavioral health crisis related to a substance use disorder, mental health disorder, and/or I/DD diagnosis or any combination of the above. A BHUC is designed to provide triage, crisis risk assessment, evaluation, and intervention to individuals whose crisis response needs are deemed urgent or emergent. A BHUC is an alternative, but not a replacement, to a community hospital Emergency Department (ED). Individuals receiving this service will be evaluated, then stabilized and/or referred to the most appropriate level of care.

**Note:** Medically necessary criteria can be accessed via the [NC Division of Mental Health \(DMH\) Behavioral Health Urgent Care \(BHUC\)](#) and . Prior Authorization (PA) is required for Behavioral Health Urgent Care (BHUC), the PA request form can be accessed [here](#).

### Limitations on Coverage:

A voluntary individual can stay in this level of care for a maximum length of stay of 23 hours and 59 minutes (23:59). Individuals that meet medical necessity for IVC can be held in observation beyond the 23 hours and 59 minutes under NC 122C-263.2. During this time, the individual is continuously being assessed for the need for continued stay or determination that the crisis has been resolved, and the person can return independently to the community with follow-up services.

**Note:** Provider(s) shall follow the applicable modifier guidelines listed in the chart below.

Coding			
Procedure Code	Service Description	Rate	Billing Frequency
T2016 – U5	BH Urgent Care (without Observation)	1 unit = 1 event	Per diem

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association. ® Marks of the Blue Cross Blue Shield Association. All other marks are the property of their respective owners.

NCHB-CD-054986-24 May 2024



Healthy Blue  
North Carolina Utilization Management Guidelines for Medicaid

T2016 – U8	BH Urgent Care (with Observation)	1 unit = 1 event	Per diem
------------	-----------------------------------	------------------	----------

If you have any questions, please contact Healthy Blue Provider Services at **844-594-5072**, via email at [NC\\_Provider@healthybluenc.com](mailto:NC_Provider@healthybluenc.com), or your dedicated Healthy Blue provider relationship account consultant.



May 2024

## North Carolina Utilization Management Guidelines for Medicaid

**Subject:** Behavioral health urgent care - in lieu of service**Original Effective Date:** July 1, 2021**Status:** Active**Last Review Date:** March 23, 2024

### History

Status	Date	Action
Draft	4/14/2021	Revised
Approved	4/22/2021	Approved at Medial Operation Committee (MOC)
Updated	3/23/2024	Revised

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association. ® Marks of the Blue Cross Blue Shield Association. All other marks are the property of their respective owners.  
NCHB-CD-054986-24 May 2024