

Endorsement Performance Payment Data Guidance

Supplemental performance payment

The endorsed mobile crisis performance payment program is an optional program for endorsed mobile crisis teams to earn an extra 2 percent of their annual endorsement payment. The supplemental payment must be earned by meeting response times 80 percent of the time for one quarter. The endorsed mobile crisis supplemental payment program is a program established by [RCW 71.24.903](#) to provide an incentive for endorsed teams to respond faster to Behavioral Health Emergencies (BHE). A BHE is defined as:

“Behavioral health emergency means a person is experiencing a significant behavioral health crisis that requires an immediate in-person response due to level of risk or lack of means for safety planning.” [WAC 182-140-0020](#)

Category of response times

The response times to a BHE are determined by the size of the area the response takes place. Each area has their own response time requirements. The definitions of the three categories are:

- Rural area means a zip code with a population of less than 500 residents per square mile, an Indian reservation, and any location that requires travel by ferry or international travel to reach.
- Suburban area means a zip code with a population of more than 500 residents per square mile but less than 3,000 residents per square mile.
- Urban area means a zip code with a population of more than 3,000 residents per square mile.

Response times

The response times to these areas are as follows:

Between January 1, 2025, through December 31, 2026:

- Rural – be in route within 15 minutes of being dispatched by the designated 988 contact hub, at least 80 percent of the time.
- Suburban – arrive to the individual's location within 40 minutes of being dispatched by the designated 988 contact hub, at least 80 percent of the time.
- Urban – arrive to the individual's location within 30 minutes of being dispatched by the designated 988 contact hub, at least 80 percent of the time.

Starting January 1, 2027:

- Rural – be in route within 10 minutes of being dispatched by the designated 988 contact hub, at least 80 percent of the time.
- Suburban – arrive to the individual's location within 30 minutes of being dispatched by the designated 988 contact hub, at least 80 percent of the time.
- Urban – arrive to the individual's location within 20 minutes of being dispatched by the designated 988 contact hub, at least 80 percent of the time.

Supplemental performance payment calculation

Teams will need to submit an encounter using the ET modifier and the correct modifier for the service and team. These modifiers are as follows:

- Endorsed Adult Mobile Rapid Response Crisis Teams (MRRCT) should submit ET, HB and any other required modifiers.
- Endorsed Youth MRRCT teams should submit ET, HA and any other required modifiers.
- Endorsed Community-based Crisis Teams (CBCT) should submit ET and any other required modifiers.

Response times to BHE are calculated utilizing the following MRRCT Services 165.03 data transaction within the Behavioral Health Data Guide:

- **Dispatch Date:** The date the dispatch (referral) is made to the MRRCT or CBCT. Dispatch date is the date when the MRRCT or CBCT received the referral for the client.
- **Dispatch Time:** Time of day the MRRCT or CBCT receives the dispatch (referral) from the referral source. Dispatch time should be the specific time the dispatch (referral) was received and should not be rounded to the nearest quarter hour.
- **Level of Acuity:** The level of acuity defines the timeframe in which an MRRCT or CBCT needs to respond to an individual in crisis once a referral for MRRCT or CBCT services occurs.
- **Date of Deployment:** Date the MRRCT or CBCT was deployed following the initial dispatch (referral). This date will be used to calculate en route time for endorsed MRRCT and CBCT responses in rural areas. Time/Date of Deployment in this context is the act of the MRRCT or CBCT leaving a location to travel to the location of a crisis in response to a request for mobile crisis intervention.
- **Time of Deployment:** Time of day the MRRCT or CBCT was deployed following the initial dispatch (referral). This time will be used to calculate in route time for endorsed MRRCT and CBCT responses in rural areas. Time/Date of Deployment in this context is the act of the MRRCT or CBCT leaving a location to travel to the destination of a crisis in response to a request for mobile crisis intervention.
- **Date of Arrival:** The date the MRRCT or CBCT arrived on the scene and contacted the client or collaterals following the initial dispatch (referral). This date will be used to calculate response time for urban and suburban responses by endorsed MRRCTs and CBCTs.
 - Scene in this context is the location where the MRRCT or CBCT arranged to meet the client.
 - If the client is not at the scene where I initially reported, still report the Date/Time of Arrival the MRRCT or CBCT arranged to meet the client and was unable to following the initial dispatch (referral).
- **Time of Arrival:** Time of day the MRRCT or CBCT arrived on the scene following the initial dispatch (referral). This time will be used to calculate response time for urban and suburban responses by endorsed MRRCTs and CBCTs.
 - Arrival Time and Dispatch Time may match when the in-person MRRCT response begins at the same time the dispatch (referral) is received (i.e. the individual in crisis)

- presents in person to the location of the MRRCT). Time of Arrival should be the specific time the MRRCT arrived on scene and should not be rounded to the nearest quarter hour.
- **MRRCT Zip Code:** Indicates the location of the client at the time the first in-person services occurred following the initial dispatch.

Additional Information:

- Performance metrics for in route times for **rural areas** will be calculated utilizing the Date/Time of Dispatch and Date/Time of Deployment.
- Performance metric for the **urban and suburban** response times will be calculated utilizing the Date/Time of Dispatch and Date/Time of Arrival.

The data for the performance payment is calculated quarterly by the Health Care Authority (HCA) utilizing the Mobile Crisis Data Dashboard. HCA generates a report to identify all encounters that meet the required acuity level (BHE), response area, and response time criteria. HCA will evaluate these encounters to determine if they meet the 80 percent response time threshold for the quarter.

Providers who meet the time requirements will be notified that they qualified for the performance payment, and HCA will direct the Behavioral Health Administrative Services Organization (BH-ASO) to issue the payment.

If a provider does not meet the time requirements, they will be notified that they did not qualify for the performance payment that quarter. HCA will inform the BH-ASO not to issue a payment for that quarter.