

CPEP complex needs members

MCP notification requirements



Purpose

New York State OMH and DOH require Comprehensive Psychiatric Emergency Programs (CPEPs) to identify individuals with complex needs and coordinate with community providers and Medicaid Managed Care Plans (MCPs) to support continuity of care and safer transitions.

Who meets the complex needs definition?

A member may meet the definition when one or more of the following apply:

- ✓ Three or more mental health inpatient hospitalizations in the past year.
- ✓ Four or more mental health ED or CPEP presentations in the past year.
- ✓ Current enrollment in or eligibility for intensive services, such as Health Home Plus, High Fidelity Wraparound, ACT, AOT, CTI, SOS, IMT, or HBCI.
- ✓ Recent discharge from specified OMH residential or psychiatric settings.
- ✓ High-risk social needs, including homelessness, justice involvement, or child welfare involvement.
- ✓ Clinical determination of elevated suicide, violence, or overdose risk.
- ✓ A current Complex Needs Flag in PSYCKES.

CPEP responsibilities

- ✓ Screen for complex needs and review PSYCKES, including the Complex Needs Flag and available treatment and care management information.
- ✓ Make reasonable efforts to identify and promptly notify current community mental health providers when a patient is accepted into the CPEP.
- ✓ Coordinate discharge planning with involved providers and care managers.

When to notify MetroPlusHealth

For a MetroPlusHealth Medicaid member with complex needs, the CPEP must call the MCP and inform an MCP Care Manager of discharge when the member:

- ✓ Is eligible for, but not enrolled in, intensive care management; or
- ✓ Needs more intensive care management.

Notify MetroPlusHealth

Joseph McArdle

QM Behavioral Health Provider Liaison



212.908.5105



MetroPlusHealth_CPEP@metroplus.org

Additional discharge requirements

- ✓ Schedule and confirm a psychiatric aftercare appointment with an identified provider within 7 calendar days after discharge. A walk-in referral alone is insufficient.
- ✓ If an appointment cannot be secured within 7 days after diligent efforts, document the efforts and arrange the earliest available appointment. Crisis outreach or other CPEP staff must provide outreach until the initial appointment occurs.
- ✓ Provide a verbal clinical sign-out to the receiving outpatient program on the day of discharge or as soon as possible thereafter. Coordinate discharge planning with existing care management programs, when applicable.

Source: NYS OMH/DOH, Guidance on Evaluation and Discharge Practices for EDs, CPEPs, and Article 28 and Private Article 31 Psychiatric Inpatient Programs, February 2026.

[OMH/DOH evaluation discharge guidance PDF](#)