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**Last Updated: 11/09/2023** 

# Mobile Crisis Response (H2011) process changes effective December 15, 2023 per Department of Behavioral Health and Developmental Disabilities (DBHDS) Administrative Instructional Memo

DMAS is collaborating with DBHDS, regional mobile crisis hubs, and Medicaid Managed Care Organizations (MCOs) to ensure coordinated care and access to crisis services during the implementation of these changes. These changes go into effect December 15, 2023.

The below language, included in table #1, from the *Comprehensive Crisis and Transition Services Appendix (Appendix G)* of the *Mental Health Services Manual* requires that Mobile Crisis Response providers adhere to DBHDS requirements for Mobile Crisis Response services in order to receive reimbursement, which includes requirements outlined in the November 1, 2023, DBHDS notice to Mobile Crisis Response providers.

The DMAS and corresponding DBHDS requirements include:

#### Table #1

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#### DMAS Comprehensive Crisis and Transition Services Appendix (Appendix G) of the Mental Health Services Manual

#### From Required Activities, p. 7:

"The provider must engage with the DBHDS crisis data platform as required by DBHDS."

#### From Service Authorization, p. 12:

"The registration form must be submitted with the required DBHDS crisis data platform reference number."

#### From Provider Qualifications, p. 10:

"Mobile Crisis Response providers must have an active, DBHDS approved Memorandum of Understanding with the regional crisis hubs via DBHDS. This requirement does not apply to CSBs that act as the regional hub or CSBs providing only emergency services pursuant to section §37.2-800 et. seq. and section §16.1-335 et seq. of the Code of Virginia."

#### From Provider Qualifications, p. 10:

"Mobile Crisis Response providers must be licensed by DBHDS as a provider of Outpatient Crisis Stabilization services and be enrolled as a provider with DMAS."

"Mobile Crisis Response providers must follow all general Medicaid provider requirements specified in Chapter II of this manual and complete DBHDS training for this service as required by DBHDS."

#### **Upcoming Webinar**

DBHDS, in coordination with DMAS, will be hosting a webinar related to this update on November 16, 2023, from 11am – 1pm.

1. Webinar Link

2. Webinar Number: 2425 440 1445

3. Webinar Password: eMducvWE773 (36382893 from phones and video systems)

4. Join by Phone: 1-866-692-45305. Access Code: 242 544 01445

#### **Additional Questions?**

Questions related to the DBHDS Administrative Instructional Memo may be sent to DBHDS

# DBHDS Crisis Services Administrative Instructional Memo: Mobile Crisis Process Changes Effective December 15, 2023

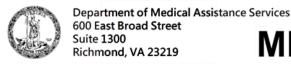
"Mobile Crisis Response will be dispatched only by the 988 call centers or regional crisis hubs after a determination is made."

"Providers will not be able to register Mobile Crisis Response cases directly in Virginia Crisis Connect."

"Providers of Mobile Crisis Response will be dispatched to referrals via Virginia Crisis Connect."

"The Virginia Crisis Connect platform will <u>not</u> generate a reference number for providers (unless the referral comes from the 988 call center or mobile regional crisis hub)"

"These process changes will go into effect **December 15, 2023,** and are in alignment with the current MOU which states, "It is fully recognized by all partners in this process that the system is in development and that protocols will be updated and refined on a continuous basis, in alignment with developments in other areas of the crisis system."



https://dmas.virginia.gov

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at crisis services@dbhds.virginia.gov. Questions related to DMAS requirements may be sent to the DMAS Behavioral Health Division at <a href="mailto:enhancedbh@dmas.virginia.gov">enhancedbh@dmas.virginia.gov</a>.

**PROVIDER CONTACT INFORMATION & RESOURCES** 

Virginia Medicaid Web Portal **Automated Response System** (ARS)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

**Medicall (Audio Response** System)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

**Acentra Health** 

Service authorization information for fee-for-service members.

https://vamedicaid.dmas.virginia.gov/

1-800-884-9730 or 1-800-772-9996

https://dmas.kepro.com/

**Provider Appeals** 

DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.

https://www.dmas.virginia.gov/appeals/

**Managed Care Programs** 

Cardinal Care Managed Care and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-forservice individuals.

**Cardinal Care Managed Care** 

https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/

Magellan Behavioral Health

Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-forservice members.

http://www.dmas.virginia.gov/#/longtermprograms

www.MagellanHealth.com/Provider www.magellanofvirginia.com, email: VAProviderQuestions@MagellanHealth.com,or

Call: 1-800-424-4046

In-State: 804-270-5105

**Provider Enrollment** Out of State Toll Free: 888-829-5373

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

**Provider HELPLINE** 

Monday-Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.

1-804-786-6273 1-800-552-8627

Aetna Better Health of Virginia

https://www.aetnabetterhealth.com/virginia/providers/index.html

1-800-279-1878

Anthem HealthKeepers Plus http://www.anthem.com/

1-800-901-0020

Molina Complete Care

1-800-424-4524

https://www.molinahealthcare.com/providers/va/medicaid/home.aspx

Sentara Family Care 1-800-643-2273

Optima Health Optima Health 1-844-512-3172

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United Healthcare <u>www.uhcprovider.com/</u>

1-844-284-0149

**Dental Provider** 

DentaQuest

1-888-912-3456