



Last Updated: 10/24/2024

Extended Deadlines for 23-Hour Crisis Stabilization Providers to Obtain MH Center-Based Crisis Receiving Center License and Provider Enrollment Requirements for Comprehensive Crisis and Transition Services

The purpose of this bulletin is to notify providers that DMAS has extended the deadlines previously announced in the August 13, 2024 DMAS bulletin "[Department of Behavioral Health and Developmental Services \(DBHDS\) Crisis Services Regulatory Updates and Related Provider Enrollment Requirements for Comprehensive Crisis and Transition Services.](#)" This bulletin provides updated information on deadlines for 23-Hour Crisis Stabilization providers to obtain the appropriate DBHDS license and properly enroll with DMAS. This bulletin includes detailed provider enrollment requirements for all providers of comprehensive crisis and transition services including Community Service Boards (CSBs) who only provide emergency services.

23-Hour Crisis Stabilization

- DMAS requires all providers of 23-Hour Crisis Stabilization (S9485) services to obtain the MH Center-Based Crisis Receiving Center (CRC) for Adults (02-040) and/or MH Center-Based Crisis Receiving Center for Children and Adolescents (02-041) license by November 15, 2024. Additional information on the CRC license is available on the DBHDS Office of Licensing website: <https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/>.
- DMAS requirements for 23-Hour Crisis Stabilization detailed in the Comprehensive Crisis and Transition Services Appendix G to the Mental Health Services Manual remain in effect. These requirements include, but are not limited to, 24/7 on-site provision of services and 24-hour on-site nursing.

The Mental Health Services Manual requires that all DBHDS licensed providers of Medicaid services adhere to DBHDS licensing rules as they relate to service provision. Additional details related to recent DBHDS regulatory changes are available on the DBHDS Office of



Licensing webpage

at <https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/>. DMAS will be updating the Mental Health Services Manual to align with these regulatory changes.

DMAS Provider Enrollment

DMAS, in coordination with DBHDS, is extending the deadline for providers of Mobile Crisis Response (H2011), 23-Hour Crisis Stabilization (S9485), Residential Crisis Stabilization Unit (RCSU) (H2018) and Community Stabilization (S9482) services to ensure that they are properly enrolled. The new deadline to enroll with DMAS in accordance with the chart below is **December 2, 2024 by 5pm**.

Service	DBHDS License	Provider Type	Provider Specialty	MOU or contract
Mobile Crisis Response	1. Outpatient Service/ Crisis Stabilization (07-006) or 2. DD Outpatient Service/ Crisis Stabilization - REACH (07-007)	156 or 456	920	All current MOU(s) or contract(s) must be on file in the DMAS Provider Enrollment System
23-Hour Crisis Stabilization	1. MH Center-Based Crisis Receiving Center for Adults (02-040) and/or 2. MH Center-Based Crisis Receiving Center Children and Adolescents (02-041)	156 or 456	921	
RCSU	1. MH Residential Crisis Stabilization Adults (01-019) or 2. MH Residential Crisis Stabilization Children and Adolescents (01-020) or 3. REACH Group Home Service Adult (01-004) or 4. REACH Group Home Service Children and Adolescents (01-041)	077	177	n/a
Community Stabilization	1. Outpatient Service/ Crisis Stabilization (07-006) or 2. DD Outpatient Service/ Crisis Stabilization - REACH (07-007)	156 or 456	902	All current MOU(s) or contract(s) must be on file in the DMAS Provider Enrollment System



Submission of Memorandums of Understanding (MOUs)

The following are clarifications to the requirement that providers of Mobile Crisis Response (H2011) and Community Stabilization (S9485) submit current, active State Fiscal Year 2025 and any subsequent updated MOUs or contracts with the regional crisis hubs through the DMAS Online Provider Enrollment System:

- Providers (including all CSBs) that are **not currently** enrolled with the Mobile Crisis Response (920) and/or Community Stabilization (902) specialty and are initially enrolling with one or both of these specialties must upload MOUs or contracts in the DMAS Online Provider Enrollment System portal.
- Providers (including all CSBs) that are **currently** enrolled with the correct specialties for Mobile Crisis Response and Community Stabilization must submit new and updated MOUs or contracts to Provider Enrollment Services by fax to 1-888-335-8476 or by e-mail to VAMedicaidProviderEnrollment@gainwelltechnologies.com.
- CSBs who only provide emergency services pursuant to section §37.2-800 et. seq. and section §16.1-335 et seq. of the Code of Virginia must enroll as a Mobile Crisis Response provider with specialty 920 and submit a letter attesting that a MOU with the regional hub is not necessary as **Mobile Crisis Response (H2011) is billed by the CSB for emergency services only**. This letter can be uploaded during initial enrollment for Mobile Crisis Response or submitted to Provider Enrollment Services by fax to 1-888-335-8476 or by e-mail to VAMedicaidProviderEnrollment@gainwelltechnologies.com.

Providers that do not meet the December 2, 2024 deadline of ensuring they are properly enrolled will not be eligible to provide the service or be reimbursed by DMAS or its contractors until enrollment is complete and approved. DMAS MCOs may have additional steps that providers must complete before a provider is eligible for reimbursement. Please contact the MCO directly to determine whether additional requirements apply.

Questions?

- Questions related to provider enrollments can be directed to Provider Enrollment Services at VAMedicaidProviderEnrollment@gainwelltechnologies.com or phone 1-888-829-5373.
- Questions related to DBHDS regulations effect on licensing for crisis services can be directed to DBHDS at crisis_services@dbhds.virginia.gov



- Questions related to DMAS provider requirements for crisis services can be sent to enhancedbh@dmas.virginia.gov

To avoid disruption to claims payment through FFS and the MCOs providers must periodically check the DMAS provider portal, also known as the Provider Services Solution (PRSS), to ensure that the provider's enrollment, contact information, and license information is up to date, for all of the provider's respective service locations. Under federal rules, MCOs and DMAS are prohibited from paying claims to network providers who are not enrolled in PRSS. Additional information is provided on the [MCO Provider Network Resources webpage](#) and includes links to resources, tutorials and contact information to reach Gainwell with any provider enrollment or revalidation related questions. Dental providers should continue to enroll directly through the DMAS Dental Benefits Administrator, DentaQuest.

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

Medicaid (Audio Response System)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. 1-800-884-9730 or 1-800-772-9996

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-for-service individuals.

Cardinal Care Managed Care PACE

[https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/
Program of All-inclusive Care \(virginia.gov\)](https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/Program-of-All-inclusive-Care(virginia.gov))



MEDICAID BULLETIN

Provider Enrollment	In-State: 804-270-5105 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 Community Plan United Healthcare	1-800-881-2166 https://www.sentarahealthplans.com/providers www.uhcprovider.com/ 1-844-284-0149
Dental Provider DentaQuest	1-888-912-3456
Fee-for-Service (POS) Prime Therapeutics	https://www.virginiamedicaidpharmacyservices.com/ 1-800-424-4046
Acentra Health Behavioral Health and Medical Service Authorizations	https://vamedicaid.dmas.virginia.gov/sa 1-804-622-8900