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MEDICAID MEMO

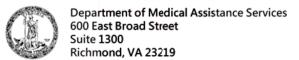
Last Updated: 02/14/2023

Updates to Comprehensive Crisis and Transition Services (Appendix G) of the Mental Health Services Manual

The purpose of this memorandum is to notify providers of changes to the Comprehensive Crisis and Transition Services (Appendix G) of the Mental Health Services Manual, previously known as the Community Mental Health Services (CMHRS) Manual.

Appendix G contains level of care guidelines, medical necessity criteria, provider participation requirements, service authorization and billing guidance for Mobile Crisis Response, Community Stabilization, 23-Hour Crisis Stabilization and Residential Crisis Stabilization Unit (RCSU) services. In addition to clarifications and a reorganization of existing language, the following changes were made:

- The name and organization of the Appendix was updated to reflect the role of Community Stabilization to serve as a transitional step down from an intensive service such as crisis and inpatient services and other levels of care when there is a gap in availability of services.
- A requirement that supervisors of Registered Peer Recovery Specialists must complete the DBHDS Peer Recovery Specialist Supervisor Training was added to each service.
- Clarifications related to consecutive registrations for Mobile Crisis Response were added.
- Added allowance for individual, group and family therapy to be provided through telemedicine in RCSUs.
- Extended deadline for implementing 24/7 nursing requirement in RCSU to 11/30/2024.
- The medical necessity criteria for Community Stabilization has been updated.
- A requirement has been added that Community Stabilization providers must be credentialed and contracted with the individual's Medicaid Managed Care Organization (MCO) for individuals enrolled in Medicaid managed care or the Fee for Service (FFS) contractor for individuals in FFS.



Provider HELPLINE

available.

Monday-Friday 8:00 a.m.-5:00

Medicaid Provider ID Number

p.m. For provider use only, have

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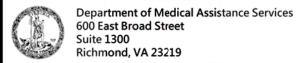
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VAMedicaidProviderEnrollment@gainwelltechnologies.com

PROVIDER CONTACT INFORMATION & RESOURCES		
Virginia Medicaid Web Portal	ON & RESOURCES	
Automated Response System		
(ARS)		
Member eligibility, claims status,	https://vamedicaid.dmas.virginia.gov/	
payment status, service limits,	nceps.//varriedicald.amas.virgima.gov/	
service authorization status, and		
remittance advice.		
Medicall (Audio Response		
System)		
Member eligibility, claims status,	1 000 004 0730 1 000 773 0006	
payment status, service limits,	1-800-884-9730 or 1-800-772-9996	
service authorization status, and		
remittance advice.		
KEPRO		
Service authorization information	https://dmas.kepro.com/	
for fee-for-service members.	nttps://dinus.kepro.com/	
Provider Appeals		
DMAS launched an appeals portal		
in 2021. You can use this portal to	https://www.dpas.virgipia.gov/appaals/	
file appeals and track the status of your appeals. Visit the website	https://www.dmas.virginia.gov/appeals/	
listed for appeal resources and to		
register for the portal.		
Managed Care Programs		
Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), 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.		
Medallion 4.0	http://www.dmas.virginia.gov/#/med4	
CCC Plus	http://www.dmas.virginia.gov/#/cccplus	
PACE	http://www.dmas.virginia.gov/#/longtermprograms	
Magellan Behavioral Health	www.MagellanHealth.com/Provider	
Behavioral Health Services	For credentialing and behavioral health service	
Administrator, check eligibility,	information, visit:	
claim status, service limits, and	www.magellanofvirginia.com, email:	
service authorizations for fee-for-	VAProviderQuestions@MagellanHealth.com,or	
service members.	Call: 1-800-424-4046	
	In-State: 804-270-5105	
Provider Enrollment	Out of State Toll Free: 888-829-5373	
	Email:	

1-804-786-6273

1-800-552-8627



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Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia
	1-855-270-2365
	1-866-386-7882 (CCC+)
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid
	1-833-207-3120
	1-833-235-2027 (CCC+)
Molina Complete Care	1-800-424-4524 (CCC+)
	1-800-424-4518 (M4)
Optima Family Care	1-800-643-2273
	1-844-374-9159 (CCC+)
	www.optimahealth.com/medicaid
United Healthcare	www.Uhccommunityplan.com/VA
	www.myuhc.com/communityplan
	1-844-284-0149
	1-855-873-3493 (CCC+)
Virginia Premier	1-800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>