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MEDICAID MEMO

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Update to the Comprehensive Crisis Services Appendix (Appendix G) and the Temporary Detention Orders Supplement to the Mental Health Services Manual

The purpose of this memo is to notify providers of changes to the following sections of the Mental Health Services Manual:

- Comprehensive Crisis Services Appendix (Appendix G)
- Emergency Custody and Temporary Detention Orders Supplement (formerly known as the Temporary Detention Orders (TDO) Supplement)

The Emergency Custody and Temporary Detention Orders Supplement is also a Supplement to the Psychiatric Services and Hospital Manuals

Comprehensive Crisis Services Appendix (Appendix G)

In addition to clarifying language changes, the following changes were made:

1. Definitions for Assessment and Mobile Crisis Response Episode were added.

2. The definition for Behavioral Health Crisis was updated.

3. Effective 1/1/2027, the per episode service limit of Mobile Crisis Response (H2011) has been changed from eight hours in a 72 hour period to four hours in a 24 hour period. This change was required by item 291.KKKKK of the 2026 Appropriation Act: *The Department of Medical Assistance Services shall limit mobile crisis services payments to four hours per incident. In addition, DMAS shall only reimburse DBHDS licensed and approved mobile crisis providers contracted with community services boards. The department shall promulgate emergency regulations to implement these changes within 280 days or less from the enactment of this act. The department shall implement this change upon federal approval and prior to the completion of any regulatory process undertaken in order to effect such change.*

4. Language referring to prescreening assessments has been removed from the Mobile Crisis Response section of this Appendix and added to the Emergency Custody and Temporary Detention Orders Supplement. Prescreening Assessments are conducted through Community Services Boards (CSBs) emergency services pursuant to section §37.2-800 et. seq. and section §16.1-335 et seq. of the Code of Virginia. This change is being made for clarity as Prescreening Assessments and Mobile Crisis Response are distinct services with different requirements.

5. Language has been added to the exclusions and service limitations sections across all sections to clarify services that are not reimbursable.

6. Clarifying language has been added to the Mobile Crisis Response Provider Participation Section.

7. Language was added to clarify requirements for dispatched teams in line with DBHDS licensing regulations (12VAC35-105-1840).

8. A requirement was added that the team modifier used on claims for Mobile Crisis Response reflect the credentials of the in-person team dispatched.

9. Language was added to clarify that overlapping registrations and claims for individuals with frequent utilization of Mobile Crisis Response may be subject to prepayment review by the Cardinal Care Managed Care Organizations.

10. Additional language was added to further clarify that 23-hour crisis stabilization providers are not authorized by DBHDS Office of Licensing to provide Temporary Detention Services.

Emergency Custody and Temporary Detention Orders Supplement

In addition to clarifying language changes, the following changes were made:

1. The name of the Supplement was updated to reflect the inclusion of services covered under emergency custody orders.

2. Information on Prescreening Assessments conducted through Community Services Boards (CSBs) emergency services pursuant to section §37.2-800 et. seq. and section

§16.1-335 et seq. of the Code of Virginia has been added.

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/
Medicall (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 Effective November 5, 2026, providers must use the online appeal portal to file appeals and track the status of 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	https://www.dmas.virginia.gov/for-providers/cardinal-care-providers/
PACE	https://www.dmas.virginia.gov/for-members/benefits-and-services/long-term-care/
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
Humana Healthy Horizons Provider Services Call Center	1-844-881-4482 (TTY: 711) https://provider.humana.com/medicaid/virginia-medicaid
Sentara Community Plan	1-800-881-2166 https://www.sentarahealthplans.com/providers
United Healthcare	www.uhcprovider.com/ 1-844-284-0146
Acentra Health Behavioral Health and Medical Service Authorizations	https://vamedicaid.dmas.virginia.gov/sa 1-804-622-8900
Dental Provider DentaQuest	1-888-912-3456
Fee-for-Service (POS) Prime Therapeutics	https://www.virginiamedicaidpharmacyservices.com/ 1-800-932-6648