



**Bridging the Mental Health
Coverage Gap in Virginia**



Dear Health Care Providers,

We hope this message finds you doing well. Over the past several months, the Department of Medical Assistance Services' (DMAS, Virginia Medicaid) staff has worked diligently to fulfill the first tenant of Governor McAuliffe's *A Healthy Virginia* plan. DMAS received approval from the Centers for Medicare and Medicaid Services (CMS) to implement the Governor's Access Plan (GAP) for the Seriously Mentally Ill (SMI) Demonstration that began January 12, 2015.

GAP Explained

GAP is designed to be a **Medicaid funded** integrated care model and benefit plan that provides coverage for basic medical, pharmacy and targeted behavioral health care to approximately 20,000 uninsured Virginians with severe mental illnesses (SMI). Due to funding restrictions, DMAS is only able to provide a limited health benefit which will not mirror the full Medicaid benefit to these participants. The GAP benefit package includes primary and specialty doctor visits, lab, radiology, diagnostic, pharmacy services, behavioral health and substance abuse treatment and care coordination.

A complete list of covered and non-covered medical and behavioral health care services can be found in the attachment.

GAP Service Authorizations & Reimbursement

GAP covered medical services are billed using the existing Medicaid fee-for-service process and paid at the current fee-for-service Medicaid/CHIP reimbursement rates. Some covered medical services will require service authorization which is performed by the current service authorization contractor, Keystone Peer Review Organization (KEPRO).

A copy of the GAP member's benefit card is attached for your reference.

Medicaid Provider Manual Supplement and Updates

The Medicaid Provider manuals have been updated to include a supplemental chapter describing the GAP program in detail. This supplement also includes a list of non-covered services. Providers are highly encouraged to read the supplement in its entirety as there are changes to requirements for existing services when provided to individuals receiving GAP benefits.

Changes have also been made to the existing provider manuals as listed below:

- Durable Medical Equipment & Supplies, Appendix D (For diabetic supplies)
- Hospital, Appendix D (For MRI/CAT scans)
- Independent Laboratory, Appendix C (For MRI/CAT scans)
- Physician/Practitioner, Appendix D (For MRI/CAT scans and surgical procedures performed in a physician's office)

More GAP Specific Information

Information regarding upcoming trainings and town hall meetings will be posted to the DMAS websites. Recorded WebEx's will also be posted to the websites. Additional WebEx trainings will be announced once the effective dates are finalized. A fact sheet, Frequently Asked Questions, GAP benefit chart, and a listing of non-covered services under the GAP program are posted on the DMAS webpage under the GAP program or at http://www.dmas.virginia.gov/Content_pgs/GAP.aspx.

General questions regarding the GAP program may be e-mailed to BridgetheGAP@dmas.virginia.gov.

Virginia Medicaid Web Portal

DMAS offers a web-based Internet option to access medical and pharmacy information, GAP member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

Additional information regarding medical service authorization information may be found at <http://dmas.kepro.com> or http://www.dmas.virginia.gov/content_pgs/pa-home.aspx. Providers may also access service authorization information including status via KePRO's Provider Portal at <http://dmas.kepro.com>.

Medical and Pharmacy "HELPLINE"

The DMAS "HELPLINE" is available to answer medical and pharmacy questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

We hope that you will consider serving this vulnerable underserved population.

Sincerely,



Cynthia B. Jones
Director, Virginia Department of Medical Assistance Services

GAP-A Medicaid Benefit Plan



Governor's Access Plan

effective January 12, 2015

 Commonwealth of Virginia
Department of Medical Assistance Services

Rx BIN # 010900
Member ID: 000000000000
Member First Name, Middle Initial, Last Name
DOB: MM/DD/YYYY

No copay required for covered services
GAP provides limited benefits
Some exclusions include: Inpatient, emergency room, and most outpatient hospital procedures

A list of covered and non-covered benefits is available at:
www.dmas.virginia.gov/Content_pgs/GAP.aspx

Behavioral Health Services:

- Member Services/Crisis Line: 1-800-424-4279 (available 24/7)
- Eligibility: www.MagellanProvider.com
- Providers: 1-800-424-4046
- Behavioral Health Authorizations are administered through Magellan: www.MagellanofVirginia.com

Medical Services:

- Member Helpline: 804-786-6145 (available 8 to 5 Mon - Fri)
- Eligibility: www.virginiamedicaid.dmas.virginia.gov or call MedCall at 1-800-772-9996
- Provider Helpline: 1-800-552-8627 (available 8 to 5 Mon - Fri)
- Medical Authorizations are administered through KEPRO: www.dmas.kepro.com

Fraudulent use of this card may result in criminal prosecution and loss of benefits. This card does not entitle the cardholder to any benefits.

GAP Benefits

Integrating care coordination, primary care, specialty care, pharmacy and behavioral health services

Outpatient Medical

- Primary & Specialty Care
- Laboratory
- Pharmacy
- Diagnostic Services
 - Physician's office
 - Outpatient hospital coverage is limited to diagnostic ultrasound, CAT & MRI, diagnostic radiology, and EKG including stress
- Diabetic Supplies

Outpatient Behavioral Health

- GAP Case Management
- Psychiatric Evaluation, Management & Treatment
- Crisis Intervention & Stabilization
- Psychosocial Rehab
- Recovery Navigation Services
- Outpatient Psych & Substance Abuse (SA) Treatment Services
- SA Intensive Outpatient (IOP)
- Methadone & Opioid Treatment