



# COMMONWEALTH of VIRGINIA

## *Department of Medical Assistance Services*

October 9, 2013

Dear Member:

If you or your child has Medicaid or FAMIS health care coverage through the Department of Medical Assistance Services (DMAS), this letter provides information on upcoming changes to your behavioral health care benefits, which includes services for mental health and substance abuse needs.

As of December 1, 2013, Magellan Behavioral Health, Inc. (**Magellan of Virginia**) will be managing behavioral health services for you. You will receive the same behavioral health services you are receiving today but with easier access and additional assistance. Magellan will manage all Medicaid and FAMIS covered mental health and substance abuse treatment services for fee-for-service enrolled members, however, Magellan will only manage part of these benefits for Medicaid and FAMIS members enrolled with one of the DMAS managed care organizations (MCO).

Magellan will have one toll-free number for you to use starting on December 1, 2013. That number is 1-800-424-4046. You may call **Magellan of Virginia** with questions about behavioral health services. This number will be available to you 24 hours a day and seven days a week starting on December 1. Interpreter services, TDD/TTY and relay services will be available for individuals with hearing impairment. The TDD number will be 1-800-424-4048.

Call **Magellan of Virginia** for:

- General information about services and programs covered
- Help with determining if you or your child needs to get behavioral health services, either mental health or substance abuse services – Magellan staff is available to talk to you.
- Requesting services
- Help with locating an in-network provider
- Reporting concerns or complaints about services

This change to **Virginia's Medicaid and FAMIS programs** does not affect the way you get behavioral health services or your prescription drugs. However, you must see a behavioral health provider contracted with **Magellan of Virginia**. Magellan can help you determine if a provider is contracted with them, through the Call Center or the Magellan website.

### **What Do I Need To Do?**

- If you are already receiving behavioral health services and are satisfied with your services, you do not need to do anything. Your provider will need to contact Magellan to request additional services as needed.
- If you are currently receiving behavioral health services and would like to make a change in your services, **Magellan of Virginia** can assist you with this change.
- If you are currently receiving behavioral health services and your provider is not going to contract with **Magellan of Virginia**, Magellan can assist you with this change.
- If you are not currently receiving behavioral health services but are interested in doing so, **Magellan of Virginia** can help you find out what kinds of behavioral health service may be right for you and your family. They will also help you find a provider in your area.

### **If You Are Enrolled with a DMAS Contracted MCO:**

If you have coverage through one of the DMAS contracted MCOs listed below, you will continue to receive coverage through your MCO for certain behavioral health services (as shown in the list of services in the next section). MCO members will have an ID card from one of the following MCOs:

- Anthem HealthKeepers Plus;
- CoventryCares;
- INTotal Health;
- Kaiser Permanente;
- MajestaCare;
- Optima Family Care; or
- Virginia Premier Health Plan

### **Behavioral health services provided through Magellan of Virginia as of December 1, 2013 are:**

- Intensive In-Home Services for Children and Adolescents (IIH);
- Therapeutic Day Treatment for Children and Adolescents (TDT);
- Group Home Services for Children and Adolescents;
- Residential Treatment;
- Day Treatment/Partial Hospitalization;
- Psychosocial Rehabilitation;
- Intensive Community Treatment (ICT);
- Mental Health Support Services (MHSS);
- Crisis Intervention and Stabilization;
- Case Management;
- Substance Abuse programs;
- Outpatient Therapy (if you are not enrolled in a managed care organization, or MCO);
- Inpatient Mental Health Care; (if you are not enrolled in a MCO); and
- Medications for mental health or substance abuse needs (This service is managed by the MCO for MCO members.

### **ID Cards**

Continue to use your or your child's Commonwealth of Virginia (blue and white) plastic ID card or MCO member ID card. Bring the ID card each time you visit your provider. You will not be receiving an additional card from **Magellan of Virginia**. When you have questions, whom you call depends on what kind of card and plan you have.

❖ **If you have only a blue and white Medicaid card:**

You can call Magellan at 1-800-424-4046 (after December 1), and they will help you locate services or answer questions about your behavioral health benefits.

❖ **If you have a blue and white card AND an additional card, you are in a Managed Care Organization (MCO) if the other card says:**

- Anthem HealthKeepers Plus;
- CoventryCares;
- INTotal Health;
- Kaiser Permanente;
- MajestaCare;
- Optima Family Care; or
- Virginia Premier Health Plan

You will need to call the number on the back of that card to ask for behavioral health services provided in the hospital or provider office such as:

- Outpatient Therapy;
- Inpatient Care; and
- Medications for mental health or substance abuse needs.

**New Member Handbook**

Soon, you will receive a **Magellan of Virginia** member handbook. The handbook will describe in detail the behavioral health services that are covered and will explain to you how you can locate a Virginia in-network provider. The handbook will be available in Spanish or other languages upon request.

**Magellan of Virginia Website**

The Magellan of Virginia website is [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com). This website is an excellent resource for you to locate a provider or educational materials. **Magellan of Virginia** provides education about mental health and substance abuse needs. **Magellan of Virginia** has many educational materials to help you or your child toward recovery and wellness.

**Upcoming Member Meetings**

Magellan will be holding meetings for you to come and meet Magellan of Virginia staff and to ask questions about these upcoming changes. Magellan of Virginia will also be inviting you to participate on different committees and get involved. You may be interested in serving on the new Governance Board, and Magellan representatives will tell you how to apply. More information about these opportunities will be provided at the meetings or by calling the Magellan toll-free number. Please note that the toll-free number will not be active until December 1.

If you have questions about any information in this letter, please the DMAS Office of Behavioral Health at (804) 786-1002.

Thank you,  
DMAS Office of Behavioral Health