



## Quality of Care Concern

### What is a Quality of Care Concern and How Do I Report One?

Magellan Behavioral Health of Virginia is dedicated to selecting and retaining behavioral health care providers who provide quality services to Medicaid members. Anyone can report an issue (members, family members, providers, Magellan staff or any concerned citizen) they believe to be a potential Quality of Care Concern (QoCC) related to the care of members. Examples of possible Quality of Care Concerns may include the following:

- Treatment seems inappropriate for the member's age, diagnosis, etc.
- Treatment appears inconsistent with standards of good practice.
- Providers have taken actions that could be potentially harmful to the health, well-being, or recovery of the member.

If you choose to report a potential QoCC to Magellan, you can request that your identity remain confidential. Magellan's Quality Improvement staff will coordinate with the provider to resolve the QoCC.

To report a potential Quality of Care Concern, please call us at 1-800-424-4046.

If you are deaf or have trouble hearing, please call our TDD line. It is 1-800-424-4048.

Magellan Behavioral Health of Virginia was selected by the Department of Medical Assistance Services (DMAS) to serve as the Behavioral Health Services Administrator (BHSA). As of Dec. 1, 2013, Magellan now manages the traditional and non-traditional behavioral health services for all members covered through DMAS fee-for-service. Magellan only manages the non-traditional behavioral health services for members enrolled with a Medicaid/FAMIS Managed Care plan. Non-traditional behavioral health services include the Community Mental Health Rehabilitation Services (CMHRS).