

Your Medicaid Behavioral Health Services

If you have problems seeing or reading this, please contact Magellan. Call 1-800-424-4046. A team member will read it to you.

Si desea una copia de esta carta en español, por favor escribanos a VirginiaInfo@MagellanHealth.com.

Magellan Behavioral Health of Virginia (Magellan) works with the Department of Medical Assistance Services (DMAS). Together, we manage behavioral health (mental health and substance abuse) services for members of the Virginia Medicaid and FAMIS programs. (We refer to you as a member if you are signed up for the program.) FAMIS is the children's health insurance program in Virginia.

Magellan manages your benefits. We do not provide direct care. We help arrange your care. This makes it easier for you to get help for mental health and drug or alcohol problems. Magellan can help you find the services that are right for you. Many Medicaid and FAMIS members have some of their behavioral health services through a managed care organization (MCO). Magellan's goal is to make these services easy to find for children, teens, adults and families.

We will help you:

- Find the services you need.
- Find a provider or therapist, or services .
- Find out more about all the services covered by the program.
- Get answers to your questions.
- Get a referral for care.

Getting help

You can call us toll-free (at no cost) any time. Call **1-800-424-4046**. If you are part of the deaf community or have trouble hearing, please call our TDD line. It is 1-800-424-4048. Or call the TTY relay service at 711.

Magellan's member services staff will help you learn about the services you can get. You can also call or go to one of our contracted providers without calling us. The provider may call us if your services need to be approved.

You should call your health plan or MCO if you have a problem with your physical health. An example of this would be an infection or a broken arm. Your health plan will make sure you get care for your physical health needs. Your health plan could be

- Anthem HealthKeepers Plus.
- CoventryCares.
- INTotal Health.
- Kaiser Permanente.
- MajestaCare - A Health Plan of Carilion Clinic.
- Optima Family Care.
- Virginia Premier Health Plan.

What kind of help is included?

It is our job to see that you get needed mental health or substance abuse services. The Virginia Medicaid and FAMIS programs have guidelines that say what types of services meet these needs. They include how long services should last. Except in an emergency, we will follow these guidelines for our decisions about your care. Providers that work with Magellan must follow the same guidelines.

There is a wide range of treatment and services you can get for mental health and substance abuse needs that are paid for with your Medicaid benefits. For services to be covered, providers need to show that the services are needed. However, this rule does not apply to crisis services.

You can get services in many places across Virginia. When children and adolescents get services, the family should be involved most of the time. Below are the services that are paid for in this program.

- Crisis (mental health or substance abuse related).
- Behavioral Health Services – Traditional and non-traditional

Traditional services

You may be eligible for these services when you are covered under the Virginia Medicaid and FAMIS programs. You can get the services through Magellan. Or you can get services through a managed care organization (MCO) if you are enrolled with an MCO. Here is how to start:

If you are enrolled in an MCO, you will have a blue and white card **AND** a card that lists an MCO. If so, you will need to call the number on the back of that card. This is how you ask for behavioral health services provided in the hospital or a provider office. These services can include:

- Outpatient counseling.
- Inpatient care (in a hospital).
- Medicine for mental health or substance abuse problems.

If you have straight Medicaid, you will have a blue and white Medicaid card only. If so, you can call Magellan. The number is 1-800-424-4046. We will help you locate services. Or, we can answer questions about your behavioral health benefits. These services can include:

- Inpatient (Hospital) Services
- Outpatient Mental Health Services
- Outpatient Substance Abuse Services
- Medication Management

Non-traditional services

- Day Treatment/Partial Hospitalization
- Intensive Community Treatment
- Psychosocial Rehabilitation
- Mental Health Case Management
- Mental Health Skill-Building Services
- Substance Abuse Day Treatment for Pregnant Women
- Substance Abuse Residential Treatment for Pregnant Women
- Substance Abuse Case Management
- Substance Abuse Day Treatment
- Treatment for Opiate Dependency
- Substance Abuse Intensive Outpatient Treatment

Special services for children.

- Therapeutic Day Treatment for Children and Adolescents
- Group Home or Residential Treatment Center for Children and Adolescents
- Mental Health Skill-Building Services for Adolescents
- Intensive In-Home Services for Children and Adolescents
- Treatment Foster Care Case Management for Children and Adolescents
- Applied Behavior Therapy for Children and Adolescents

You may need mental health or substance abuse services that are not covered by the Virginia program. If you do not know who to call, call us toll-free. Call 1-800-424-4046. We will refer you to someone who can help.

Getting help in an emergency

What is an emergency? This is when a person thinks they must act quickly to prevent serious health problems. You may have a mental health crisis or substance use treatment crisis. For example, you fear you may hurt yourself. Or you think a family member may harm themselves. Or your family member may harm another person.

If you think there is an emergency:

- You must act quickly. Call 911 at once! Or go to the closest hospital. You can use any hospital for emergency care. Even if you are in another city or state. You do not need to call us first.
- Tell the hospital that you are a Magellan member. Ask them to call us at 1-800-424-4046.
- Contact your provider. Or contact us any time, day or night. Call 1-800-424-4046, or use our TDD number, 1-800-424-4048. We will help you find the right care.

Cost of services

Some Medicaid members age 21 and older may have to help pay the provider for the cost of services they get. This is a small amount. It is called a “copayment.”

We are here to help

Call us any time at 1-800-424-4046 with questions or for help getting an appointment. If you are enrolled in an MCO, we can refer you to your MCO for needed services. Our TDD/TTY number is 1-800-424-4048. Or visit us at www.MagellanofVirginia.com.