

# Magellan of Virginia Member Handbook

Magellan of Virginia manages the behavioral healthcare benefits for the Commonwealth of Virginia Department of Medical Assistance Services (DMAS)



**Contact us:**

1-800-424-4046

[MagellanofVirginia.com](http://MagellanofVirginia.com)

**Magellan**  
HEALTHCARE®

**If you have problems seeing or reading this handbook, please call 1-800-424-4046. A local team member will read it to you.**

Usted puede encontrar este libro en español en [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com) bajo 'For Members' y luego hacer clic en 'Handbook'. Tambien, si desea una copia de este manual en español u otro idioma de su preferencia, por favor llámenos al 1-800-424-4046.

Dear Member:

You or others in your home may be members of the Virginia Department of Medical Assistance Services (DMAS) Medicaid or FAMIS programs. Magellan of Virginia works with DMAS to manage and help provide services. You may never have behavioral health (mental health or substance abuse) problems.

But it is your right to know what services are available to you. This is why you received this handbook.

You can receive behavioral health services if you need them. You may not need them now. If you need services, please read this letter carefully. If you do not, keep this letter in case you need them later.

We are here to help you. Call us at 1-800-424-4046 if you need us, we are available 24 hours a day. Or call us if a Medicaid member in your home needs help. Please call our TDD line if you have trouble hearing. That number is 1-800-424-4048.

We can help you:

- Find services you need
- Find a service provider near your home

If you are getting services now from a Medicaid provider, you may continue to get those services. After the "okay" for the current services runs out, your provider may ask us to continue the services you need.

Always get help right away in an emergency. Call 911. Or go to a hospital or emergency room. You do not need to call us first.

This handbook explains the services that are available to you. And it tells you how to get care.

Please visit our website to find a provider. Here you will also find other information that may be helpful to you. The address is [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com). Our online search tool gives you the most updated information. The website also includes other helpful information. Or you may call us at 1-800-424-4046.

We look forward to working with you!

Usted puede encontrar este libro en español en [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com) bajo 'For Members' y luego hacer clic en 'Handbook'. También, si desea una copia de este manual en español u otro idioma de su preferencia, por favor llámenos al 1-800-424-4046.

Thank you,  
Magellan of Virginia

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# Welcome to Magellan

In Virginia, Magellan works with the Department of Medical Assistance Services (DMAS). Together, we manage behavioral health 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. We can help you get the services that are right for you. Many Medicaid and FAMIS members get some of their behavioral health services through a managed care organization (MCO).

## How does Magellan help members?

Our goal is to make behavioral health services easier to get for:

- Children and teens.
- Adults.
- Families.

We will help you:

- Learn about and get the services you need.
- Find a provider.
- Get answers to your questions.
- Get a referral for care.

If you have problems, we can help you:

- Solve the problems.
- Make a complaint.
- Get a review of a decision made about your complaint or problem.

## How can I get help through Magellan?

- Review the information in this handbook.
  - This handbook is available in Spanish or other languages if you need it.
  - Magellan staff is available to read the handbook to all members.
- Call our toll-free number (at no cost) any time, 24 hours a day and seven days a week. Member services staff will help you learn about services. We have interpreters to work with you and are available to read information to you.

*Magellan Member Services: 1-800-424-4046*

*Interpreter Services Available: 1-800-424-4046*

*TDD—Hearing Impaired: 1-800-424-4048*

*TTY Relay Service: 711*

- Visit our website: [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com).
  - Click on the "For Members" tab for crisis information, accessing care and other resources.
  - Use the Provider search tool.
  - Review member rights and responsibilities.

# Emergencies

## What do I do in an emergency?

- **Call 911 at once! You do not need to call Magellan first.** Go to the closest hospital. 911 will help you get to a hospital. You can use any hospital for emergency care. Even if you are in another city or state. If you are helping someone else, try to stay calm.
- Tell the hospital that you are a Magellan member. Ask them to call Magellan at 1-800-424-4046.
- Contact your provider.
- **If you cannot reach your provider, call Magellan any time, day or night.** Call 1-800-424-4046. If you are deaf or have trouble hearing, please call our TDD line. It is 1-800- 424-4048. Or call the TTY line at 711. We will help you find the right care.

## What is a medical emergency?

This is when a person thinks he or she must act quickly to prevent serious health problems.

## What is a behavioral health emergency?

If you or a loved one is having thoughts or fear you may hurt yourself. Or if there is fear you may hurt someone else.

## What if I have an emergency when I am away from home?

You or a family member may have a behavioral health emergency away from home. You may be visiting someone outside Virginia. While traveling, your symptoms may suddenly get worse. If this happens, go to the closest hospital emergency room. You can use any hospital for emergency care. Show them your Medicaid card. Tell them you are in Magellan's program. The hospital should call us as soon as possible. They should call 1-800-424-4046.

Your Virginia Medicaid benefits are in place to provide services for you while you are at home. In most cases, you get services from healthcare providers who are in the local network. (Examples of network providers are therapists and treatment programs.) Unless you have a behavioral health emergency, your behavioral health services are not covered if you are out of state. If an in-network provider is not available to meet your needs, we will help find another provider.

You may plan to travel to another place within the U.S. If so, please see your doctors (psychiatrist and physical health care doctor) before you leave home. Be sure to fill any medicine prescriptions before you travel. If you have a behavioral health emergency while you are traveling within the country, it will be covered.

If you are planning to travel outside of the country, please see your doctors (psychiatrist and physical health care doctor). Ask if travel outside of the country is a good idea for you. Your benefits will not cover services outside of the United States.

# About providers

## How do I choose a behavioral health provider?

Qualified mental health and substance abuse providers are part of the Virginia network.

Providers in the network are individual therapists or agencies that offer treatment programs. There are many providers in Virginia. You can choose who you see. Visit our website if you are unsure about providers in your area, or need help finding one. The address is [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com). Look under the tab "Find a Provider". Or, you can call us. The number is 1-800-424-4046.

We want you to choose a behavioral health provider you like, near where you live. This includes:

- Getting the name, address, and telephone number for your provider.
- Getting your choice of a male or female provider.
- Special types of treatment.
- A provider who speaks your language.
- Get information about your provider's license, or board certification.

## How do I get services?

You can go directly to a provider to ask for care. A provider will work with you to see what level of care would best fit your needs. The provider you choose will know how to get your services approved through Magellan. In an emergency, please call 911 or go to your local emergency room.

## May I change behavioral health providers?

You have the right to get treatment from a provider you choose. You might be unhappy with your choice. You may get a new one at any time and for any reason.

But first, be sure to tell your provider about your concerns. Try to work it out. If you are still unhappy, call us. We will help you find another provider.

If you say it is "okay", the provider you have been seeing may call your new provider. They may share information about your care. Magellan can guide you through this process.

## What if I need a ride to my behavioral health provider visit?

You may ask a friend or family member to take you. Or, you may take public transportation.

You may get rides to non-emergency mental health and substance abuse care if needed. If you have questions or need help, call us at 1-800-424-4046. We will give you the name of the company that can set up a ride to your visit.

- If you are in a managed care organization (MCO), for Commonwealth Coordinated Care Plus (CCC+) or Medallion 4.0: Call the transportation phone number on the back of your I.D. card.



## **Preparing for your visit**

You can create ways to remember the date and time of your visit:

- Write the appointment time and date on your calendar.
- Ask the office to call you with a reminder.
- Ask a friend or family member to help remind you about your appointment.
- You can call to reschedule your appointment if you cannot make it. Most cancellations should be given 24 hours before your appointment time.

You should make a plan to arrive early. Getting there 15 – 20 minutes early is best.

## **Missed visits**

Your provider wants to help you get the care you need. It is very important to get the treatment you need. Please call your provider as soon as you can if you miss a visit time. Schedule a visit for another day.

## **What happens if I move?**

Tell your provider and Magellan right away if you move. You need to tell your local Department of Social Services office to update your address. We want to be sure you keep getting the services and medicine you need.

You may need to change to a new provider. Your records may be shared with the new provider if you give your permission. You may need to sign a form or give a spoken "okay." Magellan or your current provider can help you find a new one.

## **Getting more information**

Visit our website for a complete listing of all service providers. The address is [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com). Look under the tab "Find a Provider." Or, call us toll-free at 1-800- 424-4046. If you are deaf or have trouble hearing, please call our TDD line. It is 1-800-424-4048. Or call the TTY line at 711.

# About your services

## **What if I am still not sure how to get services?**

Magellan wants to make services easy to get. We also want families and caregivers to be involved.

Please call for help any time. 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. Or call the TTY line at 711.

## **Do I have to pay for the behavioral health services I get?**

Members age 21 and older may have to help pay for the cost of services they get. This is a small amount. It is called a "copayment."

## **What if I want a second opinion?**

You will be referred to a provider in the network if you ask for a second opinion. Your benefits will cover getting the second opinion.

## **What if I am already getting treatment?**

If you are already receiving services and are satisfied, you may not need to do anything.

Ask your provider if he or she is in Magellan's network. Just tell your provider you are enrolled with Medicaid.

If your provider is not in the Magellan network, we will try to add him or her. We want to make sure your treatment continues smoothly. We will work with you to find another provider if yours does not want to join the network.

You might be unhappy with your provider. Tell your provider about your concerns. Try to work it out. If you are still unhappy, call us. We will help you find another provider.

# Available services

## **What kinds of behavioral health services are there?**

There are many types of services available to treat behavioral health needs. You can get these services in many places in Virginia. When children and adolescents get services, the family should be involved. The list below describes the services that are covered (paid for) through the Virginia Medicaid and FAMIS programs. For services to be covered, providers need to show Magellan that the behavioral health services are needed. However, this rule does not apply to crisis services (see below).

You may need special services that are difficult to find. Call us. We will help you get the care you need.

## **Crisis services**

Members and families can get outpatient services (not in a hospital) when there is a crisis. (A crisis is like an emergency.) This helps people get treatment when and where they need it. Members already in treatment should contact their provider for help in a crisis.

Contact Magellan if you do not know how to get services during a crisis. We will help find a crisis provider for you. Call 1-800-424-4046. Magellan can help with follow-up care after a crisis.

If your symptoms include ideas about harming yourself or someone else, you should:

- Get help right away by calling 911.
- Go to the closest hospital for emergency care.
- Call a crisis hotline like the National Suicide Prevention Lifeline at 1-800-273-8255.

## **Behavioral health services—traditional services**

You are eligible for these services when you are covered under the Virginia Medicaid or 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 for Commonwealth Coordinated Care Plus plan (CCC+) or Medallion 4.0.

Here is how to start:

- **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. Please view your Virginia wallet card below.

<p><b>Questions about your behavioral health benefits?</b></p> <p>For details or to find a provider, you can:</p> <ul style="list-style-type: none"> <li>• Go to our website. It is <a href="http://www.MagellanofVirginia.com">www.MagellanofVirginia.com</a>.</li> <li>• Call us toll-free at 1-800-424-4046.*</li> </ul> <p>For Medicaid and FAMIS program details:</p> <ul style="list-style-type: none"> <li>• Go to <a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a>.</li> </ul> <p><i>* We are available 24 hours a day and seven days a week to speak with you. This card is for your information only. Having it does not guarantee coverage.</i></p>	<p><b>Your source for information: <a href="http://www.MagellanofVirginia.com">www.MagellanofVirginia.com</a></b></p> <ul style="list-style-type: none"> <li>• Find a provider near you.</li> <li>• Check out your benefits.</li> <li>• Get the latest news from Magellan.</li> <li>• Take free courses online.</li> <li>• Visit our large online Health and Wellness Library.</li> <li>• View our Member Newsletters.</li> </ul> <p>And much more!</p>
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- **If you are enrolled in an MCO for CCC+ or Medallion 4.0, you should have a card that lists the name of your MCO.** If so, you will need to call the number on the back of the MCO 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.

### Managed Care Organizations (MCO)

MCOs that may be shown on your card can include:

Medallion 4.0	Toll-free telephone number	TTY/TDD number
Anthem Health Keepers Plus	1-800-901-0020	1-800-855-2880
Aetna Better Health	1-800-279-1878	
Magellan Complete Care of VA	1-800-424-4518	
Optima Family Care	1-800-648-8420	
United Healthcare	1-844-752-9434	
Virginia Premier Health Plan	Richmond/Central: 1-800-727-7536 Tidewater: 1-800-828-7659 Roanoke: 1-888-338-4579	TTY 1-800-828-1120 TDD 1-800-828-1140

## Commonwealth Coordinated Care Plus (CCC+)

CCC+ Providers that may be shown on your card can include:

CCC Plus	Toll-free telephone number
Aetna Better Health of Virginia	1-855-652-8249
Anthem Health Keepers Plus	1-855-323-4687
Magellan Complete Care	1-800-424-4524
Optima Health	1-888-512-3171 or 1-757-552-8360
United Healthcare	1-866-622-7982
Virginia Premier Health Plan	1-877-719-7358

## Traditional services

### *Inpatient Psychiatric Services*

This treatment program takes place in a hospital setting. The staff provides therapy to help treat your symptoms. Doctors work with you to find out which medicine may help. You should go to your follow-up appointments after you leave the hospital. The first follow-up visit should be within seven days of leaving the hospital. Or even sooner.

### *Outpatient Psychiatric Services*

This service is for members that have a mental health concern. It is also for those who need support with life changes. This service is when you and your therapist meet regularly. Once a week is common. This “talk therapy” can help you feel better and lead to recovery.

### *Outpatient Substance Abuse Services*

This service is for members who have drug or alcohol concerns. This service is when you and your therapist meet regularly. Once a week is common. You talk about and work on alcohol or drug (substance) use concerns. This can help you feel better and lead to recovery.

### *Medication Management*

You meet with a psychiatrist (medical doctor) or nurse practitioner in his or her office. The provider will work with you to find out if you need to take medicine. He or she may give you medicine to help you feel better. Some people will see a psychiatrist or other medical doctor for medication management. They may also see a therapist for counseling. This therapist will share information with the psychiatrist. This helps provide better care.

## **Non-traditional services**

These services may include:

- Community mental health rehabilitative services.
- Substance abuse services.

Your provider will refer you for these services if you need another level of care. You may get these services when you are covered under the Virginia Medicaid and FAMIS programs and any of the Managed Care Organizations (MCO). If you are enrolled with one of the Commonwealth Coordinated Care Plus plans (CCC+) or Medallion 4.0 you are able to receive these services.

### ***Independent Assessment, Certification, and Coordination Team***

This team includes you, your child, your doctor, your team therapist, your family partner, and your team manager. It can also include other individuals helping you and/or your child that you want to include. Children and adolescents who may need to go to a Group Home or a Residential treatment center will meet with this team. The team will complete assessments. After the assessment, there will be a meeting. The meeting is called a "Recommendation Meeting." In the meeting, everyone will talk to decide about the best treatment for your child. After the meeting the team manager and the family partner will help you find services.

### ***Family Support Coordinator***

This person is a family partner. This person works for Magellan. This person is also a parent who has a child with a mental health need. They have worked to understand how to speak up for what their child needs. They can help you learn how to speak up for what your child needs.

### ***Group home or Residential Treatment Center for children and adolescents***

This is a place where children and adolescents live while they get treatment. Children under this level of care have serious mental health and substance abuse concerns.

### ***Day treatment/partial hospitalization for adults***

You may need more support than an outpatient visit provides. Your therapist may suggest that you go to treatment for a few hours a day. This service is for adults who are at risk for going into the hospital due to the severity of their symptoms. It also helps those coming out of a psychiatric hospital. You do not stay overnight.

### ***Intensive community treatment for adults***

This service helps members living with serious mental illness. They may need a lot of support. The service helps members stay out of the hospital so they can live in the community. This program helps people with their medicine and get needed medical, social, and other services. It is available 24 hours each day, seven days a week. It is provided by a team of mental health professionals.

### ***Psychosocial rehabilitation***

This outpatient service is a program of two or more hours a day. It is provided to a group of adults. These individuals may have trouble making friends, living alone, or solving problems. The program teaches people basic skills so they can live independently in the community.

### ***Mental health case management***

This service is for people living in a community setting. It helps them get needed medical, social, educational, and other services. You may now get Case Management Services as a separate service. You can have Intensive In-Home Services or Intensive Community Treatment and Case Management services at the same time. If you are in need of Case Management Services you may contact your local Community Services Board.

### ***Treatment foster care case management for members under 21***

This service helps members under 21 who are in foster care return home to their parents or other caregivers. This service helps get members needed medical, social, educational, and other services. A case manager develops a personal treatment and service plan. The caregivers help develop this plan.

### ***Substance abuse day treatment for pregnant women***

This service is outpatient treatment for pregnant and postpartum women. (Postpartum means women who have given birth.) The treatment lasts two or more hours a day, several times a week. It treats serious substance abuse problems in women. The goal is to help women have a healthier pregnancy. It also helps them with parenting skills.

### ***Substance abuse residential treatment for pregnant women***

This is a place where pregnant women live while getting substance abuse services. The services treat serious substance abuse problems in pregnant and postpartum women. The goal is to help women have a healthier pregnancy.

### ***Substance abuse case management***

This service helps children, adults and their families get needed services. These can include medical, mental health and substance abuse services. They also include social, educational and job-related services. The service helps people with basic needs.

### ***Substance abuse day treatment***

This service is a program of two or more hours a day, several times a week. It provides group substance abuse treatment to people in a community setting. The number of service hours ranges from 20 to 30 a week. You do not stay overnight.

### ***Treatment for opiate dependency***

People may become addicted to pain medications called opiates. Community treatment programs help people get over this addiction. Sometimes other medications can work in the treatment of opiate addiction.

### ***Substance abuse intensive outpatient treatment***

This service is a program of two or more hours a day, several times a week. It provides group substance abuse treatment to people in a community setting. It is for people who need more intensive services than routine outpatient care. Service hours may be as many as 19 hours a week. You do not stay overnight.

### ***In-home behavior therapy for children and adolescents***

This service is for children and adolescents who have a disability in their growth and learning. It is provided in the home with family involvement. It helps people improve their behavior and communication skills. 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.

### ***Therapeutic day treatment for children and adolescents***

This is a service provided in a youth's school. It can also be provided after school and over the summer. This is a service that combines therapies. It may include mental health treatment and learning about medications. The treatment lasts two or more hours a day. This service also includes group and individual counseling and teaching social skills.

### ***Mental health skill-building services***

This service helps older adolescents and adults manage their mental health recovery. This is a service that helps train people to learn to live on their own. It can include teaching people about taking care of their home, eating healthy, and managing money.

### ***Addiction and Recovery Treatment Services (ARTS)***

Many people struggle with using substances at some time in their lives. There is good news though. Most people with a substance use disorder can benefit from treatment no matter how bad the problem may seem.

There are a range of treatments that your plan covers. Knowing your options can be critical to you. We are here to help you.

- The first step is to talk with your primary care doctor. Ask for more details about treating substance or alcohol problems.
- Treatment options are available. They range from outpatient to inpatient care. This includes Medication Assisted Treatment. This option is used if you struggle with the use of prescription drugs. Your doctor and/or health care team will work with you to find the best program for you.
- Contact your Magellan care manager. We will talk to you about the care options available to you. We have care managers available to you 24/7. Please call Magellan of Virginia at 800-424-4046. **These calls are confidential.**

### ***Intensive in-home services for members under 21***

This service is provided in a youth's home. These youth are at risk of moving to an out of home placement. The service includes crisis treatment, individual and family counseling. It also includes case management and teaches communication skills.

It is our job to see that you get medically needed services. Our program has guidelines that say what types of services meet medical needs. They include how long services should last. Except in an emergency, we will follow these guidelines for our decisions about your care. Virginia providers follow the same guidelines.



## **Medical services**

Magellan does not cover medical services that are not related to your behavioral health needs. We do not cover hospital services other than mental health care. If you are eligible for Medicaid or FAMIS, you can get medical services. If you

are enrolled with a managed care organization (MCO), contact your MCO if you need the following covered services; otherwise, contact DMAS at 804-786-6145.

- Medical care.
- Hospital care (other than mental healthcare.)
- Vision care.
- Hearing care.
- Chiropractic care.
- Family planning services. Birth control, pregnancy testing and family health services are available to all members, including minors. Your medical care will be kept private. You can receive these services from your primary care physician (PCP), who is a doctor. Or you can get these services from a family planning clinic that accepts Virginia Medicaid. You do not need a referral to go to a family planning clinic.

You will need the name and telephone number of your health plan and PCP. You should call Magellan for behavioral health and substance use services.

## **Prescription drugs**

Sometimes medication (medicine) is part of treatment. If you need this, your medical doctor or psychiatrist will write a prescription. Ask your doctor or health plan to find out which pharmacy to use. Most of the cost of your prescription drugs is paid by Medicaid. You can get a list of all medications covered. Most of the common medications are on the list. Some medications require special approval.

## **What services are not covered by Medicaid?**

This list does not include all services that are not paid for by your insurance. If you get a service not covered by Medicaid or you receive more services than the Medicaid limit for that service, you may have to pay for those services.

- Equine therapy.
- Remedial education.
- Telephone consultation.
- Daycare, including sitter services for the elderly (except in some home and community based service waivers.)
- Personal care services (except in some home and community based service waivers and under EPSDT.)

- Private duty nursing (except in some home and community-based service waivers or under EPSDT.)
- Inpatient substance abuse treatment.
- Residential substance abuse treatment (except as provided through EPSDT or for pregnant women through the Community Services Boards under the Baby Care program.)
- Psychological testing done for school purposes (educational diagnosis, school placement, etc.)

# Member rights, consent to treatment and responsibilities

You have rights and responsibilities concerning your treatment. Your rights are important and must be explained by providers at your first visit.

## **Your rights**

As a member, you have the right to:

- A. Be treated carefully, with dignity, respect and privacy.
- B. Be treated fairly, whatever your:
  - Race.
  - Religion.
  - Gender.
  - Sexual orientation.
  - Ethnic background.
  - Disability.
  - Source of payment.
- C. Have your treatment and other information kept private. The only time we may share your treatment records is when required by law. You may look on page 21 under “when information can’t be kept private” for more details.
- D. Get care easily and when you need it.
- E. Learn about treatment in a way that:
  - Respects your culture.
  - You can understand.
  - Fits your needs.
- F. Take part in making your plan of care.
- G. Get information in a language you can understand. And get things translated for free.
- H. Get information in other ways if you ask for it.
- I. Get information about Magellan and its:
  - Providers.
  - Programs.
  - Services.
  - Role in the treatment process.
- J. Get information about clinical rules followed in your care.

- K. Ask your providers about their work history and training.
- L. Not be kept alone or forced to do something you do not want to do. This is based on a federal law.
- M. Give your thoughts on the Rights and Responsibilities policy.
- N. Ask for a certain type of provider.
- O. Have your provider make care decisions based on the treatment you need.
- P. Get health care services that obey Virginia and federal laws about your rights.
- Q. Help make decisions about your health care. This includes the right:
  - To get a second medical opinion.
  - To say no to treatment. This is your right unless the court says otherwise.
- R. File a complaint or grievance about:
  - Magellan.
  - A provider.
  - The care you receive.
  - Transportation.
- S. File an appeal about a Magellan action or decision.
- T. Get a copy of your medical records. You can ask that they be changed or corrected.
- U. Use your rights. This will not affect the way Magellan and its providers treat you.
- V. Get written information on advance directives and your rights under Commonwealth law. (An advance directive tells doctors the kind of care you would want if you become too sick to decide.)
- W. Talk with your provider about the types of treatment that are right for you. The cost or benefit coverage do not affect this.

## **Your responsibilities**

You have the responsibility to:

- A. Get treatment you need from a provider.
- B. Treat with respect anyone giving you care.
- C. Give providers and Magellan the information they need. This helps providers give you quality care. It helps us give you the right service.
- D. Ask questions about your care. This helps you and your providers understand your health problems. It helps create treatment goals and plans you agree on.
- E. Follow your treatment plan. You and your provider should agree on this plan.
- F. Follow the plan for taking your medicine. You and your provider should agree on the plan.
- G. Tell your providers and primary care doctor about changes in your medicine. This includes medicines other doctors give you.

- H. Come to all your provider visits. You should call your provider as soon as you know you need to cancel a visit.
- I. Tell your provider when you think the treatment plan is not working.
- J. Share your worries about the quality of your care.
- K. Tell someone if you suspect abuse and fraud. (This is someone not being honest.)

If you suspect abuse or fraud, call the Corporate Compliance Hotline. You can reach this number 24 hours a day, seven days a week. This hotline is run by an outside company. You do not have to give your name when you call. You can send an email too.

Magellan will look into all calls and emails. They will stay private.

- Corporate Compliance Hotline: 1-800-915-2108.
- Corporate Compliance email address: [Compliance@MagellanHealth.com](mailto:Compliance@MagellanHealth.com).

## **What is consent to treatment?**

You or your legal guardian has the right to accept or refuse services.

- If you want the services, you or your legal guardian must sign a “consent to treatment” form.
- This signed form will give the needed permission.
- If you or your legal guardian decides to refuse treatment, this will be noted in your treatment record.

Your provider needs your permission to give you some services. You may need to sign a form or give a spoken “yes”. You can decide if you want the service or not. For example, your provider will tell you about the benefits and risks of taking medicine. He or she will also ask you to sign a consent form. You may also give verbal (spoken) permission if you want to take the medicine.

## **Advance directives**

The Commonwealth of Virginia allows you to make an “advance directive” for mental health decision-making. This follows Virginia’s revised Health Care Decisions Act. An advance directive is a legal form. It talks about how you want to be treated if you are not able to speak for yourself. You complete the form ahead of time. Providers look at this form if you are too sick to decide about your care.

You can use an advance directive to:

- Tell a doctor, hospital or judge what types of treatment you want or do not want.
- Name a friend or family member who can make mental health care decisions for you. They can do this if you are not able to make decisions for yourself. Some health care groups have sample advance directives you can complete and sign. You can get more information and sample forms from the National Resource Center on Psychiatric Advance Directives. Go to [www.nrc-pad.org](http://www.nrc-pad.org).

You may also find information about advance directives in Virginia at:  
[www.virginiaadvancedirectives.org](http://www.virginiaadvancedirectives.org).

You can store your advance directive at the Virginia Department of Health Advance Health Care Directive Registry. Go to: [www.virginiaregistry.org](http://www.virginiaregistry.org).

Tell your family and providers if you have an advance directive. Give copies to:

- All providers caring for you. This includes your primary care doctor.
- People you name as a medical or mental health power of attorney. (This is someone who is allowed to speak for you.)
- Family members or trusted friends. They can help your providers make choices for you. Even after you make an advance directive, a provider may not want to follow it "as a matter of conscience." This is when the provider does not agree with the directive. This does not happen often. If it does happen, the provider must give you written policies that:
  - State why the facility and/or providers object to the directive.
  - State the law that allows the objections.
  - Describe the medical conditions involved.

If a provider does not agree with the directive, the provider must refer you to a different provider.

# Privacy

## **Is my behavioral health information private?**

There are laws about who can see your behavioral health information. It may help you to share this information with others such as family members and close friends. These people may have helpful roles in your health care and treatment.

- With your permission, your information can be given to other agencies. These could include schools or other programs helping with your care.
- You will need to sign a release form. This form states that your medical records, or parts of them, may be given to the person you name on the form.
- For more information about the release form, contact Magellan. Call 1-800-424-4046. If you are deaf or have trouble hearing, call our TDD line. It is 1-800-424-4048. Or, call the TTY relay service at 711.

At times, your permission is not needed to share your information. This could include sharing information with:

- Providers and others who deliver services.
- Your medical primary care doctor.
- Some Virginia agencies helping with your treatment.
- Your health plan. You can see the behavioral health information in your medical record.
- You can ask to have the record changed
- You can get one free copy of your medical record per year.
- To get a copy of your medical record, contact your provider or Magellan. Call 1-800-424- 4046. If you are deaf or have trouble hearing, please call our TDD line. It is 1-800-424-4048. Or, call the TTY relay service at 711.

## **When information can't be kept private**

If health or safety is at risk, Magellan may have to share member information. To follow the law and to help keep members and others safe, Magellan may:

- Call the police if a member commits a crime or reports plans to commit a crime.
- Call the police if a member reports plans to hurt another person. We must also let the other person know, in order to protect him or her.
- Report cases of possible child abuse to local officials.
- Talk to service providers or other support people if a member may hurt himself or herself. We only share the information needed to help the member stay safe.
- Respond to a request for records ordered by a court.

# Complaints and appeals

## **What if I have a complaint about my care?**

You might not be happy with the service you are getting. Try to talk with your provider to solve the problem first. If that does not work, you may make a complaint or voice your concern. A complaint is also called a grievance. The way we handle your complaint is called our “grievance process.” You will hear the words “filing a grievance.” This is what we call it when you make a complaint or voice your concern.

Reasons for complaints or grievances can include:

- You are unhappy with the quality of care or services.
- You believe a provider did not respect your rights.
- You believe a provider has been rude.
- A provider has abused or mistreated you.
- You have been put in a dangerous treatment setting.

You can call us about a complaint or grievance. Or you can tell us in writing. You can also contact us through our website [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com).

### ***Call to make a complaint:***

Call Magellan at 1-800-424-4046. If you are deaf or have trouble hearing, please call our TDD line. It is 1-800-424-4048. Or, call the TTY relay service at 711.

We will be able to solve your problem on the telephone most of the time. You may also send your complaint in writing.

### ***Written complaint:***

Please write to:

Magellan of Virginia  
Attention—Grievances 11013 W. Broad Street  
Suite 500 – Fifth Floor  
Glen Allen, VA 23060

## **What happens after I file a complaint or grievance?**

A letter will be mailed to you. The letter will explain that Magellan received your concern. After the grievance has been resolved, you will receive a second letter. The second letter explains the steps Magellan took to address your concern.

If you are not satisfied with this process, you have the right to ask for a second look. Your request must be sent within 30 business days of receipt of the second letter from Magellan. Please submit your written request for a second look to the address listed below.



Magellan of Virginia  
Attention—Grievances 11013 W. Broad Street  
Suite 500 – Fifth Floor  
Glen Allen, VA 23060

After this second look, there are no further options.

## **What is a “reconsideration”?**

A “reconsideration” is an informal request. This is what it is called when you ask Magellan to “take another look” at a decision made about your behavioral health services. You have the right to ask Magellan for a reconsideration. But you may skip this step and make an appeal directly to the Department of Medical Assistance Services. This is described below.

If you choose to ask for a reconsideration, it will not affect your right to appeal. You must request a reconsideration in writing. It must be within 30 days of when you received the notice of denial.

Send your request to:

Magellan of Virginia  
Attention—Reconsideration 11013 W. Broad Street  
Suite 500 – Fifth Floor  
Glen Allen, VA 23060

### ***How will I find out about the decision for my reconsideration?***

When the reconsideration is complete, the provider and the member will receive a letter. The letter will state if the service was approved or if it still denied. If you are still not satisfied with the decision, you may then choose to appeal.

## **What is an appeal?**

An appeal is a request for a DMAS hearing officer to review our decision if you think we made a mistake and you do not agree with it. For example, we might decide that a service or drug that you want is not covered for your condition or it is no longer covered by Medicaid.

### ***How do I file an appeal?***

To file an appeal, you or your representative may either send a written appeal request or call to make an appeal request to DMAS within 30 days from the date on the letter we sent to tell you our decision. You may write a letter or complete an Appeal Request Form. Forms are available on the Internet at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Or you may call 1-804-371-8488.

You must send DMAS a copy of the letter we sent to you. You must sign the appeal request and send it to the:

Appeals Division  
Department of Medical Assistance Services  
600 E. Broad Street  
Richmond, VA 23219

Appeal requests may also be faxed to: 1-804-612-0036

If you want your appeal to be a fast appeal, you must write that on your appeal request and ask your doctor to send a letter to tell DMAS why you need a fast appeal. After the date the doctor's letter is received, DMAS will give you an answer in three working days or fewer if you qualify for a fast appeal.

If your appeal is not a fast appeal, DMAS will give you an answer within 90 calendar days of when you filed your appeal.

***Can someone else file the appeal for me?***

Yes. A friend, relative, lawyer, doctor or other person can file the appeal for you, but first you must give that person written permission to act for you.

***What happens if I miss the deadline for filing my appeal?***

If you miss this deadline and have a good reason for missing it, DMAS may give you more time to file your appeal. Examples of a good reason are:

- You had a serious illness or a death in the family.
- You did not get the letter about the decision you wish to appeal.
- You received the wrong information about the deadline for requesting an appeal.
- Another unusual situation.

***Will my benefits continue during my appeal?***

Your benefits may continue if you request that DMAS continue them. Certain rules apply. For example, if you lose your appeal you may have to pay for the benefits that you received while the appeal was in progress.

**How will I find out about the decision?**

DMAS will send you a letter explaining the appeal decision. If you do not agree with the decision, you may appeal to your Circuit Court. The appeal decision will give you information on how to do so. Please contact the Virginia Department of Medical Assistance Services if you have questions about appeals. Call 804-371-8488. This is also the TDD number.

# Recovery, resiliency, wellness and peer support

The values of recovery and resiliency guide us as we work with providers in Virginia. Together we want to deliver quality care to each member.

## **Your wellness and recovery**

You can live well and still have mental health challenges. Taking care of yourself involves good lifestyle habits. These include:

- Eating the right foods.
- Getting regular exercise.
- Getting a good night's rest.

Good lifestyle habits will help you live well. Living with day-to-day challenges in life includes:

- Building your skills to bounce back even when you are feeling stress.
- Having healthy relationships.

Below are a few questions and answers to help you understand the ideas of:

- Recovery.
- Resiliency.
- Wellness.
- Peer support.

## **What is recovery?**

Recovery means getting better. Your recovery may not be like someone else's. There are many roads to recovery. Each person has his or her own path. Some things apply to everyone:

- Positive changes are possible.
- Recovery builds on your strengths and coping skills.
- Coping skills improve during recovery.

Recovery includes having choices about your services and supports. This helps you gain control over your life. Your recovery plan is something you develop for yourself. Your provider, a peer, a friend or family member can help you develop it. It includes goals built on your needs, preferences and experiences.

Another important part of recovery is respect for your rights. You should not be treated unfairly. (See page 17 and 18 in this handbook for your rights and responsibilities.) Recovery involves accepting and believing in yourself. Take responsibility for your own recovery. Get help from others who are living well with their own mental health challenges. This is called mutual support. Or peer support. It means helping each other. You will read more about peer support later.

Having hope is important for recovery. You need to believe your life will get better. And you will have a better future. Hope comes from you. Your family, friends and providers can give you a sense of hope, too.

## **What is resiliency?**

Resiliency is the ability to bounce back and adapt. Even if you feel stress. Building resiliency includes learning new skills. This helps you feel more confident. It gives you a sense of hope. Resiliency means you are able to grow. You learn new ways to face challenges. This helps you move into the future.

## **How can I be more resilient?**

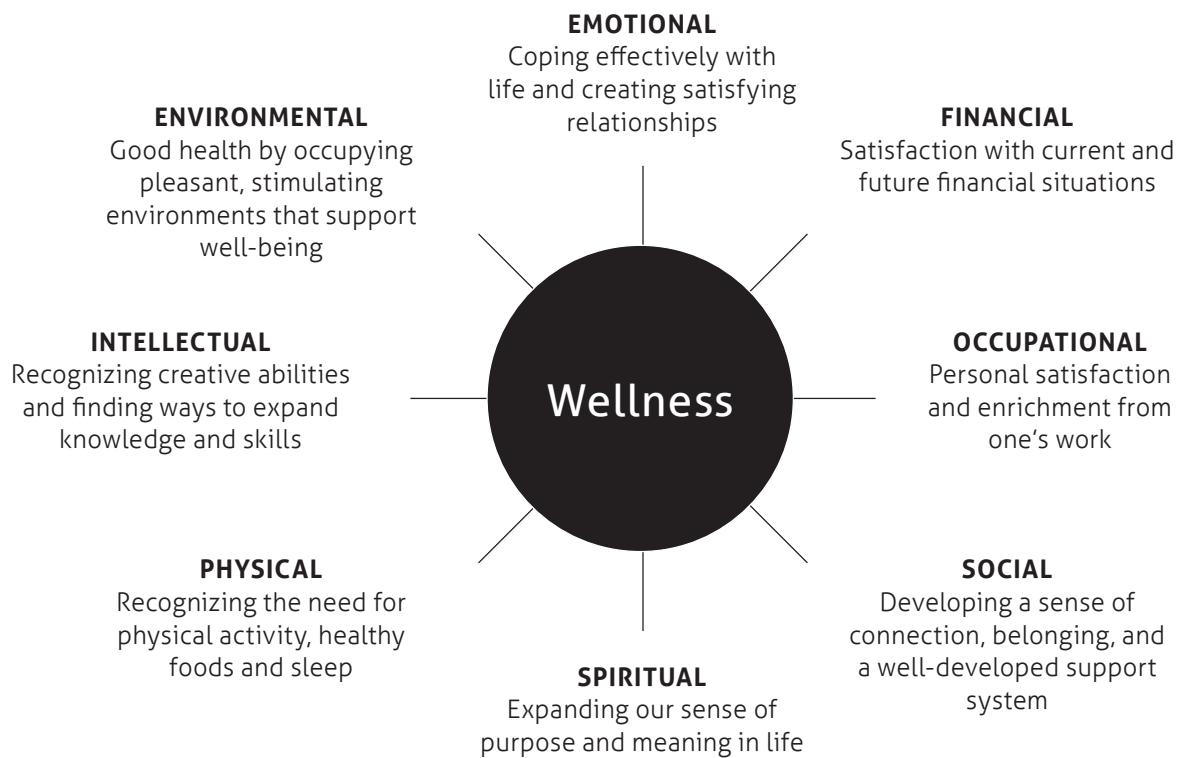
People have different roads to recovery. They have many ways to learn to bounce back. Be aware when you have bad feelings about yourself or your situation. Then you can figure out how to stop letting these feelings affect you. Spirituality also helps people become more resilient. You must have hope in your life from yourself and from others. Meaning and purpose in life are important for everyone. Find ways to do healthy and enjoyable things. This may mean working or volunteering. Some people find learning new things, or following creative pursuits to be therapeutic. Helping others get better can also be deeply rewarding. Some people discover that helping others helps them.

## **What does it mean to be well?**

Our health includes mental and physical health. It also includes other areas of our lives, such as:

- Having your own money to do things you like.
- Being able to do creative things like paint, play music and work in a garden.
- Having healthy relationships.
- Having choices.

Wellness also includes helping others. Helping other people on the road to recovery and wellness helps you. This is called the "helper's principle." We get better by supporting others to get better. The picture below shows eight areas of wellness. Look at each area. See how it applies to your life.



*Used with permission of the Substance Abuse and Mental Health Services Administration (SAMHSA).  
See SAMHSA's Wellness Initiative: [www.samhsa.gov/wellness-initiative/eight-dimensions-wellness](http://www.samhsa.gov/wellness-initiative/eight-dimensions-wellness). Or call SAMHSA toll-tree at 877-726-4727.*

## What is peer support?

Peer support is when people who have experiences like yours help you. They share their experiences of living with mental health and/or substance abuse issues. Peer support comes from people who want to help you recover and be well. This can mean helping you build a circle of support you can count on. Getting peer support helps people living with mental health issues and physical health problems. It helps them live better, healthier lives in the community.

Family members and parents who have had similar experiences also give peer support. They may be trained to help other families and parents. Family members who live with individuals who have mental health issues sometimes need to talk with someone who understands them. Family and parent peer support can help people who have a child living with mental health issues.

### *How can I get peer support?*

Peer support may be provided through:

- A self-help group.
- A peer-run organization.
- A family/parent-run organization.
- Your mental health provider.

**A self-help group** is made up of other people living with issues like yours. One example of a self-help group is Alcoholics Anonymous. Another example is Peer Support Whole Health and Resiliency groups. In these groups, you can join others in learning how to create healthy lifestyle choices. These choices will be based on your own goals and hopes. There are many self-help groups offered by peer- and family-run organizations in Virginia. Many of these organizations are listed in this handbook under "Other Helpful Resources."

**Peer-run organizations** are more formal. They may have a variety of services and supports offered in a safe, drug and alcohol free community setting. This includes self-help groups. They are run by people living with mental health and/or substance abuse issues themselves. These people are moving along in their own recovery and want to help others. Some peer-run organizations have programs to help you:

- Find a job.
- Find a safe place to live.
- Create your own recovery and wellness plan.

Some organizations operate a "warm line." This is a telephone number you can call to talk with a peer supporter when you feel alone. You can also call if you just need to talk with someone who knows what it means to live with mental health issues.

**Family/parent-run organizations** also are more formal. They include many services and supports. They are run by people who have a family member who lives with mental health related issues. These groups are similar to peer-run organizations. They are run by family members who can help by sharing their own experiences.

**Your mental health provider** may offer peer support services. The peers who provide this support are trained to be peer specialists. They have special skills, information and ways to help you.

Call Magellan at 1-800-424-4046 to learn what peer support is available to you.

## **How can I learn more about recovery, resiliency, wellness and peer support?**

A good way to learn is to connect with people who offer peer support. You also can:

- Ask your mental health provider for more information.
- Use the Internet to search for the information you want.
- Visit Magellan's website at [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com).
- Call us at 1-800-424-4046.

# Fraud, waste, abuse and overpayments

## **What are fraud, waste, abuse and overpayments?**

- Fraud is a false action that is used to get something of value.
- Waste is the misuse of services.
- Abuse refers to overused or unneeded services.
- Overpayments refer to any amount that is not approved to be paid by the Medicaid program. Overpayments could be a result of:
  - Wrong or improper cost reporting. – Fraud.
  - Improper claims or provider billing. – Abuse.
  - Unacceptable practices. – Mistake.

Magellan always does business in a legal way. We want to prevent, find and report fraud, waste, abuse and overpayments. Virginia's Program Integrity Division also wants to stop these things from happening. They check on anyone who may be trying to commit fraud, waste or abuse against the Medicaid program. This can include people receiving Medicaid services. It can also include providers or vendors. The Program Integrity Division also:

- Gets overpayments back.
- Gives warnings.
- Sends possible fraud cases to be looked into.

## ***Examples of fraud, waste and abuse***

- Giving medical services that are not needed.
- Billing for services that were not provided.
- Billing for services that are not covered by Medicaid.
- Billing twice for the same service.
- Using a wrong billing code (number) to get extra payments.
- Using the identity (name) of another person to get Medicaid services.
- Making false documents by changing:
  - The date of service for a claim. – Medical records.
  - Prescriptions. – Referral forms.
- Paying or taking a bribe.

## **What you can do**

You may get a form asking if you received the services your provider was paid to give you. There will be an envelope to use to return your answers. An address will already be written on the envelope. And the postage on the envelope will be paid. Magellan will look into it if you tell us that you did not get the services that we paid your provider to give you. We will also report it to Virginia Medicaid.

### ***Reporting Medicaid fraud, waste, abuse and overpayments***

You may think an individual, company or provider is committing fraud, waste or abuse. Or they may be keeping overpayments. If so, please report it. You can report it to Magellan. Or you can report it directly to the Commonwealth of Virginia.

### ***Report fraud, waste, abuse and overpayments to Magellan***

You can report fraud, waste, abuse and overpayments. Contact Magellan's Special Investigations Unit (SIU).

- Call Magellan's Special Investigations Unit hotline. The number is 1-800-755-0850.
- Send an email to Magellan's Special Investigations Unit. The email address is SIU@MagellanHealth.com.

You can also report fraud, waste, abuse and overpayments through the Magellan Corporate Compliance hotline. This is available 24 hours a day, seven days a week. It is handled by an outside company. Callers do not have to give their names. Or you can send an email.

Magellan will look into all calls and emails. They are confidential.

- Call the Corporate Compliance Hotline: 1-800-915-2108.
- Send an email to the Compliance Unit. The email address is: Compliance@MagellanHealth.com.

### ***Report fraud, waste, abuse and overpayments to the Commonwealth of Virginia***

You can report suspected cases directly to the Commonwealth of Virginia. To report possible fraud, waste, abuse and overpayments, contact:

Department of Medical Assistance Services Recipient Audit Unit  
600 East Broad Street Suite 1300  
Richmond, VA 23219  
Phone: 1-866-486-1971 or 804-786-1066  
Email: RecipientFraud@DMAS.virginia.gov  
Website: www.dmasva.dmas.virginia.gov



**To report Medicare Fraud, contact the U.S. Office of Inspector General:**

Office of Inspector General  
Department of Health & Human Services Attn: Hotline  
P.O. Box 23489  
Washington, DC 20026  
Phone: Call 1-800-HHS-TIPS / TTY: 1-800-377- 4950.  
Website: [www.oig.hhs.gov/fraud/reportfraud/index.asp](http://www.oig.hhs.gov/fraud/reportfraud/index.asp).

**Additional information about fraud, waste, abuse and overpayments**

More information about fraud, waste, abuse and overpayments is available on our website. Go to [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com).

You can also get more information from the Office of the Attorney General website: [www.oag.state.va.us](http://www.oag.state.va.us).

# Other helpful resources

Magellan will look into all calls and emails. They are confidential.

- Call the Corporate Compliance Hotline: 1-800-915-2108.
- Send an email to the Compliance Unit. The email address is: [Compliance@MagellanHealth.com](mailto:Compliance@MagellanHealth.com).

Many groups in Virginia can help you if you have a problem with services. They may give you information or advice. Or they may offer to be with you or speak for you. Some of these resources are listed below.

You can check our website for other types of help. Go to [www.MagellanofVirginia.com](http://www.MagellanofVirginia.com).

The following resources are also available:

## ***2-1-1 Virginia***

Hearing-impaired users: dial 711 for Virginia Relay. Then dial 211.

Video phone users: dial 1-800-230-6977

[www.211virginia.org](http://www.211virginia.org)

This is a self-service page. Consumers and family members can find community resources there. The page includes mental health and social supports.

## ***Disability Law Center of Virginia (DLCV)***

1910 Byrd Avenue, Suite 5

Richmond, VA 23230

Phone: 804-225-2042 (Voice/TTY)

Toll-free: 800-552-3962 (Voice/TTY)

[www.disabilitylawva.org](http://www.disabilitylawva.org)

This group helps people overcome problems related to disabilities. These are things like abuse, neglect, and discrimination. The group also helps people get services and treatment. Individuals can get legal help as well.

## ***FACES of Virginia Families (Foster, Adoptive and Kinship Care Association)***

P.O. Box 85 Ashland, VA 23005 Phone: 804-496-6029

Toll-free: 877-VA FACES (823-2237)

[www.facesofvirginia.org](http://www.facesofvirginia.org)

This group provides a voice for children, youth and families involved in foster, adoptive, and kinship care. Its goal is to make sure all children and youth are treated with dignity, respect and equality.

***Mental Health Association of Virginia***

3212 Cutshaw Ave., Suite 315  
Richmond VA, 23230  
Phone: 804-257-5591  
Toll-free: 1-866-400-6428  
www.mhav.org

This group brings together members, families and professionals. Also advocates and concerned citizens. They address all aspects of mental health and mental illness.

***NAMI Virginia***

P.O. Box 8260  
Richmond, VA 23226-0260  
Phone: 804-285-8264  
Helpline: 888-486-8264  
www.namivirginia.org

NAMI is the National Alliance on Mental Illness. This group includes consumers and family members. They work to increase public education. They help people understand mental illness.

***Substance Abuse and Addiction Recovery Alliance of Virginia (SAARA)***

306 Turner Road, Suite L Richmond, VA 23225  
Phone: 804-762-4445  
www.saara.org

This group provides social, educational, legal, research and health care resources and services.

***Virginia Department for the Deaf and Hard of Hearing – VDDHH (Interpreter Services)***

1602 Rolling Hills Drive, Suite 203  
Henrico, VA 23229-5012  
Phone: 804-662-9502 (V/TTY) 1-800-552-7917 (V/ TTY)  
Video Phone: 804-325-1290 (for use only by callers who are deaf)  
www.vddhh.org

VDDHH works to connect those who are deaf or hard of hearing with those who are hearing.

***Virginia Department of Behavioral Health and Developmental Services***

P.O. Box 1797  
Richmond, VA 23218-1797  
Phone: 804-786-3921  
Voice TDD: 804-371-8977  
www.dbhsd.virginia.gov

This is an agency of the state government. It serves children and adults with mental illnesses or substance abuse disorders. It also helps those who have certain disabilities. It oversees 16 state-operated facilities. It also oversees 40 locally run community services boards (CSBs). The CSBs provide services to people with behavioral health and developmental needs.

***Virginia Department of Medical Assistance Services (DMAS)***

Attn: Director's Office  
600 East Broad Street  
Richmond, Virginia 23219  
Phone: 804-786-7933  
Voice TDD: 800-343-0634  
www.dmas.virginia.gov

DMAS is the agency that runs the Medicaid program in Virginia. The agency provides a system of quality health care services to Virginia residents and their families.

***Virginia Medicaid Managed Care (MCO member use only)***

Helpline: 1-800-643-2273 (TDD: 1-800-817-6608)  
www.virginiamanagedcare.com

This is a state program. The program helps people who have Medicaid get the health care services they need.

***Virginia Navigator***

Toll-Free: 866-393-0957  
Phone: 804-525-7728  
Email: info@virginianavigator.org  
www.virginianavigator.org

This group provides access to programs and services available in your community. Information is available for seniors, caregivers, parents and their children. It is also available for adults with disabilities and their families.

***Virginia Organization of Consumers Asserting Leadership (VOCAL) and VOCAL Network***

P.O. Box 1248	or	1904 Byrd Avenue, Suite 111
Charlottesville, VA 22902		Richmond, VA 23230
Phone: 434-243-7878		Phone: 804-343-1777
www.vocalvirginia.org		

This group connects mental health consumers to each other. It also helps people get recovery information and resources around Virginia.

***Voices for Virginia's Children***

701 East Franklin Street, Suite 807  
Richmond, Virginia 23219  
Phone: 804-649-0184  
www.vakids.org

This group does research, develops policies and leads campaigns to help children in Virginia.

# Definitions

Here are the meanings of some of the words in this Member Handbook.

**Advance Directive**—A legal document that states how you want to be cared for if you are not able to speak for yourself.

**Advocate**—A person who can help you when you have a problem getting the care you need. Or when you are working with Magellan.

**Appeal**—The process of getting a final answer from Magellan or the Commonwealth. This is after you disagree with a Magellan action.

**ARTS (Addiction and Recovery Services)**— a service meant to expand access to a comprehensive continuum of addiction treatment services to treat members with identified substance use disorders in the state of Virginia.

**Behavioral Health Services**—Mental health or substance abuse treatment.

**Benefits**—Services and supports covered by your managed Medicaid program.

**CCC Plus** – Medicaid coverage for elders and individuals with physical disabilities

**Community**—The local area or neighborhood and the people who live in the area.

**Consumers**—People who use mental health or substance abuse treatment services.

**Emergency**—A serious physical or mental health/substance abuse problem or situation that cannot wait.

**FAMIS**—A program through the Virginia Department Medical Assistance Services that offers comprehensive health insurance to children. It is funded by the state and federal government. It stands for Family Access to Medical Insurance Security.

**Grievance/Complaint**—Telling someone verbally or in writing that you are not satisfied with services.

**Health Plan**—A company that manages medical or surgical (physical health) benefits. It may also be called a managed care organization (MCO).

**IACCT (Independent, Assessment, Certification, and Coordination Team)**—a service that provides collaboration between the child, family, community clinician, physician, and Magellan that assist with residential or community placement to best fit the needs of the child.

**Managed Care Organization (MCO)**—A company that manages medical or surgical (physical health) benefits. It may also be called a health plan.

**Medallion 4.0**—Medicaid coverage for children and low income adults.

**Medicaid**—A program through the Virginia Department of Health and Human Services. It provides medical/surgical and mental health/ substance abuse services. If you are eligible for Medicaid, you may be enrolled in Virginia’s behavioral health services program.

**Medication**—Drugs or medicine prescribed to you by your doctor to help you get better.

**Member**—An adult, youth or child who is enrolled with Magellan to receive behavioral health services.

**Member Services**—Magellan’s department that helps members get information about services. The department also answers questions about rules or benefits.

**Power of Attorney/Agent**—A written statement naming a person you choose. This person can make health care or mental health decisions for you if you cannot do it.

**Prescription**—A medicine your doctor recommends that you take. It also refers to the paper the doctor uses to write out what medicine is to be used. It states how much to use and how often.

**Primary Care Physician (PCP)**—Your medical doctor.

**Referral**—The process your provider or Magellan uses to send you to another provider for special types of care.

**Substance Abuse**—An alcohol or drug problem.

**Treatment**—Medication, therapy, and other services given by professionals to treat or cure an illness.

# Nondiscrimination and languages

## **Discrimination is against the law**

Magellan\* follows the law. We treat all people equally. We do not discriminate against anyone based on:

- Race.
- Color.
- National origin.
- Age.
- Disability.
- Sex.

We provide free help and services to people with disabilities. We want you to be able to communicate with us easily. We offer:

- Qualified sign language interpreters.
- Written information in many formats. These may include:
  - Large print.
  - Audio.
  - Accessible electronic formats.
  - Other formats.

We also provide free language services to people whose first language is not English. We offer:

- Qualified interpreters.
- Information that is written in other languages.

Contact us at 1-800-424-4046 (TTY 711) if you need any of these services.

If you believe we have not provided these services or discriminated in another way, you can file a grievance with:

**Civil Rights Coordinator, Corporate**

Compliance Department 8621 Robert Fulton Drive Columbia MD 21046

800-424-7721

[compliance@magellanhealth.com](mailto:compliance@magellanhealth.com)

You can file a grievance in one of three ways.

- In person.
- By mail.
- By email.

The civil rights coordinator is available if you need help with any of this.

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You may do this online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Or you may do this by mail or phone.

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201  
1-800-368-1019  
TDD: 800-537-7697

Complaint forms are available online. You may find them at <http://www.hhs.gov/ocr/office/file/index.html>.

\* *Magellan refers to all applicable subsidiaries and affiliates of Magellan Health, Inc. including but not limited to Magellan Healthcare, Inc., National Imaging Associates, Inc., Magellan Rx Management, LLC and Magellan Complete Care.*

## Getting help in a language other than English

Español (Spanish)

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Magellan Healthcare, Inc., d/b/a Magellan of Virginia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-424-4046 (TTY 711).

한국어 (Korean)

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Magellan Healthcare, Inc., d/b/a Magellan of Virginia, 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-800-424-4046 (TTY 711) )로 전화하십시오.

Tiếng Việt (Vietnamese)

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Magellan Healthcare, Inc., d/b/a Magellan of Virginia, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-424-4046 (TTY 711).

繁體中文 (Chinese)

如果您, 或是您正在協助的對象, 有關於[插入SBM項目的名稱 Magellan Healthcare, Inc., d/b/a Magellan of Virginia 方面的問題, 您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員, 請撥電話 [在此插入數字1-800-424-4046 (TTY 711)].

ةيبرعلا (Arabic)

إذا كنت أو شخص يساعدون, اسئلة حول شركة ماجيلان, والرعاية الصحية / ب / ماجالان فرجينيا لديك الحق في الحصول على المساعدة والمعلومات بلغتك بال تكلفة. التحدث مع مترجم 1-800-424-4046 (TTY 711).

Persian

اگر شما یا کسی که با کمک شما، سوالات در مورد بهداشت، و ماژالن، d/b/a، Inc. ماژالن در ایالت ویرجینیا، شما این حق را به کمک و اطالعات را به زبان شما را بدون هیچ هزینه شد. صحبت با یک مترجم، تلفن : 1-800-424-4046 (TTY 711).



አማርኛ (Amharic)

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ Magellan Healthcare, Inc., d/b/a Magellan of Virginia ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር ለመነጋገር፣ 1-800-424-4046 (TTY 711) ይደውሉ።

أرڈو (Urdu)

ناہز ینہا وک نونود پا وت ،نیم ےراب ےک Magellan Healthcare, Inc., d/b/a Magellan of Virginia ےک لاوس وک نونود پا روا نیہ ےہر ےد ددم وک یسک پا رگا۔نیرک نوب (TTY 711) 1-800-424-4046 ےیل ےک ےنرک تاب ےس نامجرت۔ے قح اک ےنرک لصاح تامولاعم روا ددم تفم نیمم

Français (French)

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos Magellan Healthcare, Inc., d/b/a Magellan of Virginia, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-800-424-4046 (TTY 711).

Русский (Russian)

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Magellan Healthcare, Inc., d/b/a Magellan of Virginia, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-424-4046 (TTY 711).

हिंदी (Hindi)

यदि आपके ,या आप द्वारा सहायता करके जा रहे ककसी वयकतत के Magellan Healthcare, Inc., d/b/a Magellan of Virginia के बारे मे पर् शन है ,तो आपके पास अपनी भाषा मे मफत मे सहायता और सचना पर्पत करने का अधि कार ह । ककसी भिाषषए से बात करने के लिए 1-800-424-4046 (TTY 711) पर कॉकिरे ।

Deutsch (German)

Falls Sie oder jemand, dem Sie helfen, Fragen zum Magellan Healthcare, Inc., d/b/a Magellan of Virginia haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-424-4046 (TTY 711) an.

বাংলা (Bengali)

যদিআপদ,অথবা আপদঅধি কাউকক সহায়তা করক,সমপ কক পরশন আক। Magellan Healthcare, Inc., d/b/a Magellan of Virginia, আপারি অদকার আকদেবাি খরক। আপারি দজিসব ভাষাকত সাহায্য পাবার এবং তথ্য জাবার। অবি াকিকর সাকথ কথা বলার জযি, কল করি 1-800-424-4046 (TTY 711).

Bàsɔ̀̀-wùdù-po-nyɔ̀ (Bassa)

I bale we, tole mut u ye hola, a gwee mbarga inyu Magellan Healthcare, Inc., d/b/a Magellan of Virginia, U gwee Kunde I kosna mahola ni biniiguene I hop wong nni nsaa wogui wo. I Nyu ipot ni mut a nla koblene we hop, sebel 1-800-424-4046 (TTY 711).

Igbo asusu (Ibo)

Ọ bụrụ gị, ma o bụ onye I na eyere-aka, nwere ajujọ gbasara Magellan Healthcare, Inc., d/b/a Magellan of Virginia, I nwere ohere iwenta nye maka na ọmụma na asụsụ gị na akwu gị ụgwọ. I chọrọ I kwurụ onye- ntapia okwu, kpọ 1-800-424-4046 (TTY 711).

èdè Yorùbá (Yoruba)

Bí ìwọ, tàbí ẹnịkẹni tí o n ranlọwọ, bá ní ibeere nípa Magellan Healthcare, Inc., d/b/a Magellan of Virginia, o ní ẹtọ lati rí iranwọ àti ìfitónilétí gbà ní èdè rẹ láìsanwó. Látí bá ongbufo kan soro, pè sórí 1-800-424- 4046 (TTY 711).

