



## Provider Notice

All Behavioral Health and Substance Use Providers:

The Virginia Department of Medical Assistance Services (DMAS) and Magellan of Virginia continue ongoing effort to promote member care and service coordination between behavioral health providers. Definitions are located in state regulation 12VAC30-50-130 and the Community Mental Health Rehabilitative Services (CMHRS) Manual\*.

The purpose of care coordination is to:

- Ensure that the member receives all needed services and supports in the most effective and efficient manner,
- Provide informed and congruent treatment planning,
- Ensure open communication among all treating providers, and
- Ensure that these resources are well-coordinated and integrated.

DMAS and Magellan of Virginia agree that care coordination has two main goals:

1. To improve the health and wellness of members with complex and special needs
2. To integrate services around the needs of the member at the local level by working to make sure members receive appropriate services and experience desirable treatment outcomes.

We encourage providers to:

- Discuss what care coordination means with the member.
- Ask members what other services they are receiving and obtain a release of information.
- Incorporate care coordination activities within the member's individualized service plan.
- Contact the member's mental health providers as well as their primary care provider (PCP) either by phone or in person.

Remember, care coordination is about having a conversation about the member's care. It should not be limited to sharing information through fax.

Best practice includes care coordination at least monthly with other services. Depending on the member's needs, care coordination may need to occur more frequently. Always use your clinical judgment when determining how often to provide care coordination.

Magellan offers a variety of provider training and resources. All providers have access to free [Relias Learning](#) training through [www.MagellanProvider.com](http://www.MagellanProvider.com).

In addition, please reference our care coordination training: [Care Coordination for Medicaid Members in Virginia](#)

\* CMHRS Manual Chapter IV page 10, rev 11/1/16