Who to Contact for Service Authorization and Billing
A Guide to Medicaid Behavioral Health Managed Care
(Dates of service beginning Jan 2018)

Who to contact for service authorization and billing is determined by the behavioral health service being requested and the member’s Medicaid Plan.

Click the link to the service you are requesting below to find the guide for that service.

| ARTS Peer Supports/Family Support Partners (T1012 and S9445) | EPSDT Group Home (H0019) |
| ARTS Substance Use Care Coordination (G9012) | EPSDT Residential Placement (0961) |
| ARTS Substance Use Case Management (H0006) | GAP Case Management (H0023 UB & UC) |
| ASAM OTS - OPT/OBOT (H0004, H0005, H0014 and CPT codes) | GAP SMI Screening (H0032 UB & UC) |
| ASAM level 0.5 and drug screens | IACCT Assessment (90889 HK & TS) |
| ASAM 1.0 - Outpatient Therapy | Inpatient Hospitalization and TDO |
| ASAM 2.1 - ARTS Intensive Outpatient (H0015) | Inpatient Hospitalization (Freestanding Hospital) |
| ASAM 2.5 - ARTS Partial Hospitalization (S0201) | Intensive Community Treatment (H0039) |
| ASAM 3.1 - ARTS Clinically Managed Low Intensity Residential Services (H2034) | Intensive In-Home Services (H2012) |
| ASAM 3.3 - Clinically Managed Population Specific High Intensity Residential Services (H0010) | Mental Health Case Management (H0023) |
| ASAM 3.5 - Clinically Managed High-Intensity Residential Services (Adult) (H0010HB) | Mental Health Peer Supports/Family Support Partners (H0024 and H0025) |
| ASAM 3.5 - Clinically Managed Medium-Intensity Residential Services (Adolescent) (H0010 HA) | Mental Health Skill-building Services (H0046) |
| ASAM 3.7 – Medically Managed intensive Outpatient Services (Adult) (H2036 HB) | Outpatient Therapy |
| ASAM 3.7 – Medically Monitored High Intensity Inpatient Services (Adolescent) (H2036 HA) | Psychological Testing |
| ASAM 4.0 – Medically Managed Intensive Inpatient Services (H0011) | Psychosocial Rehabilitative Services (H2017) |
| Crisis Intervention (H0036) | Psychiatric Residential Treatment Facility (PRTF) |
| Crisis Stabilization (H2019) | Therapeutic Day Treatment Services (H0035 HA) |
| Day Treatment/Partial Hospitalization (H0035 HB) | Therapeutic Group Home (H2020 and H2022) |
| EPSDT 1:1 Residential Supports (H2027) | Treatment Foster Care Case Management (T1016) |
| EPSDT Behavioral Therapy (H2033) |  |
Behavioral Health Services Administrator (Magellan Healthcare)

Service authorization requests, registration, and billing for the following services are submitted to the Behavioral Health Services Administrator (BHSA), Magellan, regardless of the member’s Medicaid Plan.

For information on service authorization, registration, or claims you may contact 1-800-424-4046 or visit www.MagellanofVirginia.com. Service authorization, registrations, and claims can be submitted via www.magellanprovider.com.

- EPSDT 1:1 Residential Supports (H2027)
- EPSDT Group Home (H2019)
- EPSDT Residential Placement (0961)
- GAP Case Management (H0023 UB and UC)
- GAP SMI Screening (H0032 UB & UC)
- IACCT Assessment (90889 HK & TS)
- Psychiatric Residential Treatment Facility
- Therapeutic Group Home (H2020 and H2022)
- Treatment Foster Care Case Management (T1016)
Behavioral Health Services Administrator (Magellan Healthcare) OR Commonwealth Coordinated Care Plus (CCC+)

Service authorization requests, registration, and billing for the following services are submitted to the Behavioral Health Services Administrator (BHSA), Magellan or to the CCC+ plan, depending on the member’s Medicaid plan.

If the member has a CCC+ plan, requests, registration, and billing should be submitted to the member’s plan. A list of CCC+ plans can be located here.

If the member has Fee-for-Service (FFS) Medicaid, GAP, or a Medallion 3.0 plan, requests, registrations, and billing should be submitted to the Behavioral Health Services Administrator, Magellan Healthcare.

- EPSDT Behavioral Therapy (H2033)
- Crisis Intervention (H0036)
- Crisis Stabilization (H2019)
- Day Treatment/Partial Hospitalization (H0035 HB)
- Intensive Community Treatment (H0039)
- Intensive In-Home Services (H2012)
- Mental Health Case Management (H0023)
- Mental Health Peer Supports/Family Support Partners (H0024 and H0025)
- Mental Health Skill-building Services (H0046)
- Psychosocial Rehabilitation Services (H2017)
- Therapeutic Day Treatment Services (H0035 HA)

A list of services covered under the Governor’s Access Plan for the Seriously Mentally Ill (GAP) can be located in the GAP Supplemental Manual at https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderManual.
Behavioral Health Services Administrator (Magellan Healthcare) OR Commonwealth Coordinated Care Plus (CCC+) OR MCO (Medallion 3.0)

Service authorization requests, registration, and billing for the following services are based on the member’s Medicaid plan.

If the member has a **CCC+ plan**, requests, registration, and billing should be submitted to the member’s plan. A list of CCC+ plans can be located [here](#).

If the member has a **Medicaid MCO (Medallion 3.0) plan**, requests, registrations, and billing should be submitted to the member’s plan. A list of MCO plans can be located [here](#).

If the member has **Fee-for-Service (FFS) Medicaid or GAP**, requests, registrations, and billing should be submitted to the Behavioral Health Services Administrator, Magellan Healthcare.

**Please note Magellan Healthcare (aka Magellan of Virginia) is a separate entity from Magellan Complete Care of Virginia, a CCC+ plan.**

- ARTS Peer Supports/Family Support Partners (T1012 and S9445)
- ARTS Substance Use Care Coordination (G9012)
- ARTS Substance Use Case Management (H0006)
- ASAM OTS - OPT/OBOT (H0004, H0005, H0014 and CPT codes)
- ASAM level 0.5 and drug screens
- ASAM 1.0 - Outpatient Therapy
- ASAM 2.1 - ARTS Intensive Outpatient (H0015)
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- ASAM 3.1 - ARTS Clinically Managed Low Intensity Residential Services (H2034)
- ASAM 3.3 - Clinically Managed Population Specific High Intensity Residential Services (H0010)
- ASAM 3.5 - Clinically Managed High-Intensity Residential Services (Adult) (H0010HB)
- ASAM 3.5 - Clinically Managed Medium-Intensity Residential Services (Adolescent) (H0010 HA)
- ASAM 3.7 – Medically Managed intensive Outpatient Services (Adult) (H2036 HB)
- ASAM 3.7 – Medically Monitored High Intensity Inpatient Services (Adolescent) (H2036 HA)
- ASAM 4.0 – Medically Managed Intensive Inpatient Services (H0011)
- Inpatient Hospitalization and TDO
- Inpatient Hospitalization (Freestanding Hospital)
- Outpatient Therapy
- Psychological Testing
Commonwealth Coordinated Care Plus (CCC+) Plans

Commonwealth Coordinated Care Plus Plans (CCC+)

- Aetna Better Health of Virginia 1-855-652-8249
  www.aetnabetterhealth.com/Virginia

- Anthem HealthKeepers Plus 1-855-323-4687
  www.anthem.com/vamedicaid

- Magellan Complete Care of Virginia 1-800-424-4524
  www.MCCofVA.com

- Optima Health 1-888-512-3171 or 1-757-552-8360
  www.optimahealth.com/communitycare

- United Healthcare 1-866-622-7982
  www.uhccommunityplan.com

- Virginia Premier Health Plan 1-877-719-7358
  www.vapremier.com
Medicaid MCO (Medallion 3.0) Plans

- Aetna Better Health 1-800-279-1878
  www.aetnabetterhealth.com/virginia

- Anthem HealthKeepers Plus 1-800-901-0020
  www.anthem.com/vamedicaid

- INTotal Health 1-855-323-5588
  www.intotalhealth.org

- Kaiser Permanente 1-855-249-5025
  https://thrive.kaiserpermanente.org/medicaid/virginia

- Optima Family Care 1-800-881-2166
  www.optimahealth.com

- Virginia Premier 1-800-727-7536 Richmond/Central
  1-800-828-7953 Tidewater
  1-888-338-4579 Roanoke
  www.vapremier.com