



*Governor's Access Plan
(GAP) and Magellan*

December 18, 2014

Topics for Discussion

- I. Plan overview
- II. Covered services, differences and additions
- III. Network of Providers & Provider Resources
- IV. Key Contacts

Plan Overview



What is GAP?

The Governor's Access Plan or GAP is a plan designed to provide healthcare to individuals with a serious mental illness (SMI) who meet the financial and eligibility criteria.

GAP provides limited medical and behavioral healthcare coverage to qualifying uninsured Virginians. In addition to medical and behavioral healthcare coverage that is being offered to eligible individuals, Magellan is excited to offer recovery navigation services as part of this plan.

Magellan's role is to administer the behavioral healthcare services of the GAP program. The program will go live Monday, January 12, 2015.

Eligibility

- “Cover Virginia” will manage the eligibility and enrollment process for the GAP program.
 - Eligibility consists of a financial/non-financial determination; and GAP SMI determination.
 - GAP SMI screening may be conducted by:
 - Community Service Boards (CSBs)
 - Federally Qualified Health Centers (FQHCs)
 - Inpatient Psychiatric Hospitals
 - General Hospitals with an Inpatient Psychiatric Unit
 - Magellan GAP Care Managers will review screening submissions and determine whether GAP SMI criteria has been met. This information is then transmitted nightly to Cover Virginia.
 - No retroactive eligibility will be permitted in the GAP demonstration waiver.
 - Individuals meeting the eligibility requirements are enrolled for a period of 12 continuous months except in the following cases; the individual:
 - Reaches their 65th birthday
 - Moves out of the Commonwealth of VA
 - Is Deceased, or
 - Becomes enrolled in Medicare or Medicaid.
- After 12 months the financial/non-financial eligibility will be reviewed by Cover Virginia. Individuals will not need a new GAP SMI Screening for the re-review.

Covered Services, Differences and Additions



Covered Services

Outpatient Behavioral Health

- GAP Case management
- Psychiatric Evaluation, Management and Treatment
- Crisis Intervention & Stabilization
- Psychosocial Rehab
- Recovery Navigation
- Outpatient Psych & Substance Abuse (SA) Treatment Services
- SA Intensive Outpatient (IOP)
- Methadone & Opioid Treatment

Outpatient Medical

- Primary & Specialty Care
- Laboratory
- Pharmacy
- Diagnostic Services
 - Physician's office
 - Outpatient hospital coverage is limited to diagnostic ultrasound, diagnostic radiology excluding PET, and EKG including stress
- Diabetic Supplies

Notable Differences and Additions

New! Crisis Stabilization will require authorization for GAP instead of registration. The online Service Request Application form should be used to submit these requests.

New! Service delivery requirements for Crisis Stabilization

New! GAP Case Management

New! GAP Services Through Magellan:

- Tiered GAP Care Coordination
- Recovery Navigation

*The existing 24/7 Magellan Crisis Line is available to GAP members.

Crisis Stabilization

1. Crisis Stabilization for GAP may be rendered by:

A Licensed Mental Health Professional (LMHP)

LMHP-supervisee

LMHP-resident

LMHP-resident in Psychology (RP)

Qualified Mental Health Professional-Adult (QMHP-A)

QMHP-Eligible (E)

Certified Pre-screener

2. A face to face service specific provider intake must be done by an:

LMHP

LMHP-Supervisee

LMHP-resident

LMHP-RP

Certified Pre-screener

This intake must document the need for crisis stabilization.

Crisis Stabilization Continued....

3. The individual Service Plan (ISP) must be developed or revised within three (3) calendar days of admission to this service.

4. The ISP may be developed by an:

LMHP

LMHP-supervisee

LMHP- RP

Certified Pre-screener

QMHP-A

QMHP-E

5. Service authorization through Magellan is required for Crisis Stabilization for individuals enrolled in GAP.

*Please note a Virginia DMAS GAP Provider Manual will be available in January 2015 which will outline details of the plan.

GAP Case Management

There are two intensity levels of GAP Case Management (GCM):

- Regular Intensity GCM provides assistance via phone calls to the individual, service provider, and key contacts as well as face-to-face interaction as needed.
- High Intensity GCM provides the same services as Regular Intensity GCM in addition to at least one face-to-face interaction in the community with the GAP individual.
- GCM is described by using H0023-UB (GCM Regular Intensity) and H0023-UC (GCM High Intensity); both are billed as 1 unit per month.
- GCM is available through local area Community Service Boards.

GAP Care Coordination

Care managers will provide information regarding:

- Covered benefits
- Provider selection
- How to access all services including medical, behavioral health, and use of preferred pathways to indigent care services

Care coordination has two levels:

Community Wellness: Magellan will contact and coordinate care with the local CSB/BHA and will oversee and monitor the communication and collaboration between the physical health and behavioral health providers. Individual's require the least amount of care coordination.

Community Connection: Designed for individuals with a higher level of care utilization needs, such as those with frequent emergency room visits and hospitalization discharges with high social stressors suggesting a possible risk for readmission. It includes all supports of community wellness at a higher frequency.

Crisis Line

- Care managers are available to GAP individuals 24 hours per day 7 days per week in case of mental health crisis situations.
- Care managers coordinate with local CSB crisis intervention teams as well as local law enforcement to assist with the provision of mental healthcare for acute psychiatric dysfunction requiring immediate clinical attention.
- The objectives are to prevent exacerbation of a condition and prevent injury to the individual or others until additional services can be administered.
- GAP care managers can be reached at 800-424-4279 or 800-424-GAP9

Recovery Navigation Services

The goal of Recovery Navigation Services is to make the transition back into the community a successful one and avoid future psychiatric inpatient hospital stays by providing an array of linkages to peer run services, natural supports, and other recovery oriented resources.

Individuals who are receiving GAP services are eligible to also receive the services of a Recovery Navigators.

Highlights of Recovery Navigators:

- Recovery Navigators employed by Magellan of Virginia provide services at no cost to individuals.
- Recovery Navigators self-disclose as living with or having lived with a behavioral health condition.
- Recovery Navigators are adjunctive to the services provided by the provider.
- There is a toll-free number available for individuals to call to talk with a Recovery Navigator.
- An after hours warm line will also be available.
- A provider may call a Magellan care manager for further information or to facilitate the services of a Recovery Navigator.
- Face-to-face recovery navigator services will be available in select areas of the state in which there are a high concentration of peer-run community organizations.

Network of Providers & Provider Resources



Network of Providers & Provider Resources

Who can individuals enrolled in GAP be referred to, to receive covered services? Any Medicaid enrolled provider.

How can you find available behavioral health care providers? By using Magellan's Online Provider Search or by calling Magellan.

Are there any GAP specific resources available for providers regarding GAP? In January a GAP Provider Handbook Supplement will be added for your convenience to: www.MagellanofVirginia.com in the "For Providers" section as well as on the DMAS web portal along with all the DMAS provider manuals. It is imperative to read this supplement in its entirety to understand the service requirement differences for all CMHRS services.

For questions regarding your network status or other provider questions please call 800-424-4536 or email us at VAProviderQuestions@magellanhealth.com .

Key Contacts



Key Contacts

Individual Service/Crisis Line: 1-800-424-4279 (members only)

Providers: 1-800-424-4046

TDD line: 1-800-424-4048

Recovery Navigator Warm Line: 1-800-424-4520 (members only)

For more information on the overall GAP plan, please visit the GAP section on www.dmas.virginia.gov.

Thanks



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