

## Medallion 4.0 CMHRS & Behavioral Therapy Frequently Asked Questions (FAQs)

Questions	Answers
<b>Community Mental Health and Rehabilitation Services (CMHRS) &amp; Behavioral Therapy</b>	
Magellan BHSAs had required us to credential each of our school locations individually. Some of the 6 MCO's have told me that this is not necessary as long as all our locations operate under the same TIN (which we do). Can someone from your agency clarify that whether or not each of our school locations need to be credential with any/all the MCOs?	This is MCO specific as each MCO's requirements may differ. Please contact the health plan directly for specific requirements. MCO contact information can be found in the <b>Medallion 4.0 CMHRS &amp; Behavioral Therapy Provider Training Slide Deck</b> located under CMHRS here: <a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a>
I read that Medallion 4.0 authorizations will follow the same process as CCC+, but was wondering if that includes using the same "worksheets" for authorization requests (both initial and continued stay)?	Yes, the forms have been co-branded for both programs, CCC Plus and Medallion 4.0. Please begin to use the forms found under "New Forms" here: <a href="http://www.dmas.virginia.gov/#/cmhrs">http://www.dmas.virginia.gov/#/cmhrs</a>
How long will authorizations created under Medallion 3.0 be honored after the transition date? Will this vary by MCO?	<ul style="list-style-type: none"> <li>MCOs are required to honor previously approved service authorizations (SAs) for up to 30 days from the regional go-live date of that member, or until the end date of the SA, whichever comes first.</li> <li>MCOs should extend previously approved SAs when the member's health is at risk, or potential provider/MCO credentialing gaps. This is to ensure seamless transition of care.</li> </ul>
Does DMAS have any recommendations on how frequently to recheck benefits after initial verification?	You should check member eligibility and benefits each time a service is to be provided. For example, if a service is provided weekly; you should verify the member's eligibility each week, prior to the delivery of the service.
How do we, as providers, know which MCO individuals will transition to on August 1, 2018 with the rollout of Medallion 4.0?	The Medicaid portal (MMIS) will have updated information on member enrollment beginning 7/20/2018 for Tidewater Medallion 4.0 members. Due to the regional rollout, it is important to check monthly after the 20 <sup>th</sup> of the month. Providers will have access to information on which plan a member is assigned to on that date. Regional rollout dates can be found here under <b>Medallion 4.0 Focus</b> : <a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a>

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<p>My agency provides IHH. Will we need to have a sign-in to a new website for Medallion 4.0? Will Medallion 4.0 take the place of Magellan BHSA?</p>	<p>Starting August 1, 2018 in the Tidewater Region, and monthly thereafter by region, Magellan of Virginia the Behavioral Health Service Administrator (Magellan BHSA) will no longer manage Community Mental Health Rehabilitation Services and Behavioral Therapy for Medicaid members enrolled in MCOs. The member's assigned Medallion 4.0 MCO will pay claims for services rendered on 8/1/2018 and thereafter. This means that each provider of services will need to be credentialed or contracted with one or all of the six Medallion 4.0 MCOs in order to provide services and receive claim payments. For additional information, such as contact information for each of the six Medallion 4.0 MCOs (listed below), please review the <b>Medallion 4.0 CMHRS &amp; Behavioral Therapy Provider Training Slide Deck</b> located under CMHRS here:  <a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a></p> <ul style="list-style-type: none"> <li>• Aetna Better Health of Virginia</li> <li>• Anthem Healthkeepers Plus</li> <li>• Magellan Complete Care of Virginia (Different than Magellan BHSA)</li> <li>• Optima Family Care</li> <li>• UnitedHealthcare Community Plan (Formerly INTotal)</li> <li>• Virginia Premier Elite Individual</li> </ul>
<p>Is there a Point of Contact for Providers as we move away from the BHSA and become familiar in working with each MCO individually through DMAS?</p>	<p>You can find the MCO contact information in the <b>Medallion 4.0 CMHRS &amp; Behavioral Therapy Provider Training Slide Deck</b> located under CMHRS here:  <a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a></p>
<p>Is there a Provider conference call with the MCOs where we can call in and ask our questions?</p>	<p>Yes, we encourage you to attend the upcoming joint Provider MCO Conference Calls every other Friday beginning August 3, 2018 from 11 AM - 12 PM. This call is operator assisted and allows Providers to ask all their CMHRS and Behavioral Therapy managed care related questions. To attend please dial the following phone number: <b>Dial 1-855-339-6860</b>. You can find a complete listing <a href="#">here</a> under CMHRS Transition then, <b>CMHRS Provider Conference Calls</b>.</p>
<p>Where can questions specific to Medallion 4.0 CMHRS and Behavioral Therapy be e-mailed?</p>	<p>You may e-mail <a href="mailto:m4.0-cmhrrs@dmas.virginia.gov">m4.0-cmhrrs@dmas.virginia.gov</a></p>

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<p>Will the MCO, HMO payer IDs be changing for billing?</p>	<p>Yes, the MCO Payer ID numbers for CMHRS and Behavioral Therapy services under Medallion 4.0 are as follows:</p> <ul style="list-style-type: none"> <li>• Aetna Better Health of Virginia: <b>128VA</b></li> <li>• Anthem Healthkeepers Plus: <b>Check with your clearing house to determine Payer ID</b></li> <li>• Magellan Complete Care of Virginia: <b>MCCVA</b></li> <li>• Optima Family Care: <b>5415M</b></li> <li>• UnitedHealthcare Community Plan (Formerly INTotal): <b>87726</b></li> <li>• Virginia Premier Elite Individual: <b>VAPRM</b></li> </ul>
<p>Which services are carved out and will continue coverage and service authorization through Magellan BHSA?</p>	<p>The services that will remain carved out and continue to be administered through the BHSA, Magellan of Virginia, until further notice are:</p> <ul style="list-style-type: none"> <li>• Psychiatric Residential Treatment Services (formerly known as level C)</li> <li>• Therapeutic Group Home services (formerly known as Level A and Level B)</li> <li>• Treatment Foster Care Case Management</li> </ul>