

CMHRS Appeals and Service Authorization Data for CCC Plus

Community Mental Health and Rehabilitation Services (CMHRS) appeals and authorization data is being made publicly available to meet the requirements of the General Assembly as set forth in Budget Bill HB30, item 313.E.5

The following totals, as reported quarterly by the Managed Care Organizations (MCOs) contracted with DMAS, pertain only to the CCC Plus managed care program.

CMHRS Authorization Requests Processed Untimely April - June 2022

Service Type/ Procedure Code	MCO						Total All MCOs
	Aetna	Anthem	Magellan/ Molina	Optima	United Healthcare	Virginia Premier	
Intensive In-Home H2012		1				1	2
Psychosocial Rehabilitation H2017					10		10
Mental Health-Partial Hospitalization Program H0035						3	3
Mental Health Skill-building Services H0046			2	1	1	1	5
Total All Services	0	1	2	1	11	5	20

Note: The above data is self-reported by the MCOs. DMAS is actively working on a data solution that will collect service authorization data directly from the MCOs for analysis by DMAS.

CMHRS Appeals Activity
April - June 2022

Appeal Activity	MCO						Total All MCOs
	Aetna	Anthem	Magellan/ Molina	Optima	United Healthcare	Virginia Premier	
Appeals Received	2	10	34	12		10	68
Fully Favorable Decision (original decision overturned)			5	1	1		7
Partially Favorable Decision (original decision partially upheld)				1			1
Unfavorable Decision (original decision upheld)	2	7	29	5		7	50
Appeals Withdrawn							0
Invalid Appeals		1	68				69

Note: The sum total of appeal decisions, appeals withdrawn and invalid appeals may not equal the number of appeals received because the receipt and resolution of an appeal may not occur within the same reporting period.