



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** Providers of Behavioral Health Services and Managed Care Organizations

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 9/23/2011

**SUBJECT:** Request for Proposals for Coordination of Community Mental Health Rehabilitative Services

This memo is intended to inform interested stakeholders that the Department of Medical Assistance Services (DMAS) will issue a Request for Proposals (RFP) for coordination of care for individuals in need of behavioral health services that are not currently provided through a managed care organization. The issuance of this RFP will be a two part process. The first step will be to issue a draft RFP for stakeholder comment for five business days. This will fulfill the requirements of developing a blueprint for behavioral health services not currently provided through a managed care organization. Once issued, the RFP will be posted on the DMAS Behavioral Health website ([http://dmasva.dmas.virginia.gov/Content\\_pgs/obh-home.aspx](http://dmasva.dmas.virginia.gov/Content_pgs/obh-home.aspx)) and at <http://www.eva.virginia.gov>. The planned implementation date is July 1, 2012.

The 2011 Acts of Assembly directed DMAS to implement a coordinated care model for behavioral health services (Item 297, MMMM). The overall goal of the project is to improve the value of behavioral health services purchased by the Commonwealth of Virginia without compromising access to behavioral health services for vulnerable populations.

The Department of Behavioral Health and Developmental Services (DBHDS), Community Services Boards, and other stakeholders have been involved in planning for the new care coordination model. Targeted behavioral health case management services will continue to be the responsibility of the Community Services Boards (CSBs).

## **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.