

Provider Notice

Thank you for being part of the Molina Complete Care (MCC) provider network and helping our members live healthier lives. Please review the updates and reminders below about working with our Behavioral Health Utilization Management department for authorization requests.

1. Retroactive Medicaid eligibility (currently in effect)

Retroactive requests for authorizations will only be approved when a member's Medicaid eligibility has been retroactively obtained. The request for authorization must be submitted no later than 30 days from the date the individual's Medicaid was activated. If the request is submitted more than 30 days after the date of activation, the request will be authorized beginning on the date it was submitted.

2. Retro requests for acute inpatient psychiatric hospitalization (effective immediately upon termination of COVID-19 flexibilities established by DMAS*)

Authorization requests for acute inpatient psychiatric hospitalization should be submitted within 24 hours of admission or the next business day in cases of holidays or weekends. While most requests are already submitted within this timeframe, we hope this change from the previous 5-day post discharge allowance will support our efforts to provide members with timely care and authorization decisions. Retrospective reviews will only be considered in cases of retroactive member eligibility or other extenuating circumstances.

3. New acute psychiatric inpatient service authorization form (effective February 1, 2021)

We've created a new service authorization form for submitting an initial or concurrent request for acute psychiatric inpatient authorization. You can download this form under the "Authorizations/Utilization Management" heading on the [Provider Forms](#) page of www.MCCofVA.com. You must submit this form with supporting clinical documentation when requesting initial or concurrent requests for acute psychiatric inpatient.

4. Provider questions related to behavioral health utilization management (currently in effect)

Please email BHUMMCCofVA@magellanhealth.com for all provider questions regarding behavioral health utilization management.

*View the most recent DMAS provider flexibilities here:

<https://www.viriniamedicaid.dmas.virginia.gov/wps/portal/MedicaidMemostoProviders>