

Avoid future claim and prior authorization denials

Virginia Medicaid Community Stabilization and Mobile Crisis Services Reminder

All network providers who offer community stabilization and mobile crisis services to Commonwealth Coordinated Care (CCC) Plus or VA Medallion members must have an executed (signed) Memorandum of Understanding (MOU) on file with the state. This change took effect September 1, 2023.

- The MOU must be on file with your Virginia Department of Medicaid Assistance Services (DMAS) assigned regional hub and each regional hub where these services are provided.



An executed MOU must be on file with DMAS to receive authorization for services.

Prior authorization requests or claim submissions without the required MOU on file will be denied beginning May 1, 2024.

Optum Behavioral Health claim data indicates that you have rendered community stabilization or mobile crisis services to CCC Plus or VA Medallion members in the last 12 months. To avoid claim denials for services provided to CCC Plus or VA Medallion members, you must complete, sign and submit a MOU no later than May 1, 2024.

- Contact your assigned regional [DMAS hub](#) to obtain the required Memorandum of Understanding (MOU) form.
- email the executed form to John Strube at jstrube@optum.com.

Optum will forward the executed MOU to the appropriate regional hub(s), if applicable.

If you've already submitted an executed MOU to Optum, no further action is needed on your part and this message can be disregarded.



Please contact your Optum Provider Relations Advocate

Questions