

Virginia Medicaid Covers New Behavioral Health Services for Adults and Youth

Virginia Medicaid members now have access to more behavioral health services to help adults and youth get care in their community and avoid inpatient hospital stays. Members and their families can ask for the new services by calling their managed care organization, or visiting www.dmas.virginia.gov. If you are having a mental health crisis, please call 9-1-1.

Services for Youth (ages 11-18)

Multi-systemic Therapy: Youth get help with behavior, mood and substance use needs while they stay in their home and in school. The therapy builds on a person's support system, including family, school and community partners. The goal of the program is to empower youth, as well as their parents and guardians.

Functional Family Therapy: Trained staff work with the family to address the behavioral or emotional needs of youth with behavioral and emotional challenges. The focus is on short-term goals to strengthen family ties and create positive behaviors while keeping youth in their home, at school and out of the hospital or justice system.

Services for Youth and Adults

Mental Health Partial Hospitalization Program: Adults and youth receive short-term intensive services during daytime hours for five or six days per week while continuing to live in their homes.

Mental Health Intensive Outpatient: Adults and youth receive short-term, structured therapy and counseling individually and with members of their support system two to three times weekly. These services are more intense than traditional outpatient services and are designed to help the member stay out of the hospital.



Services for Youth and Adults (continued)

Mobile Crisis Response:

A team of providers will go to the adults or youth during a crisis to help keep them safe and refer them to local services so they can avoid a hospital stay.

Community Stabilization:

These short-term community services help stabilize an adult or youth after a mental health crisis. This service can also assist when members are waiting to start or connect with longer term services.

23-Hour Crisis Stabilization:

This service is available 24 hours a day, 7 days a week, in a clinic-like setting where members can stay up to 23 hours. Staff will evaluate adults or youth through this walk-in program and link members to other support services.

Residential Crisis Stabilization Unit:

Adults or youths experiencing a mental health or substance use crisis can get support from trained staff in a local residential crisis unit for a short-term, overnight stay to avoid a hospital admission. This service is available 24 hours a day, 7 days a week.

Services for Adults

Assertive Community Treatment:

Adults with serious mental illness get care through a single team of providers who work closely together to support the individual in recovery and create a plan to build important life skills. This service is available 24 hours a day, 7 days a week.

More Information

For more information about these new behavioral health services, contact Member Services at the phone number listed on the back of your ID card. Or contact one of the numbers listed below if you are in a managed care organization.

MCO	CCC Plus Members	Medallion Members
Aetna Better Health	1-855-652-8249	1-800-279-1878
Anthem Healthkeepers Plus	1-855-323-4687	1-800-901-0020
Molina Complete Care	1-800-424-4524	1-800-424-4518
Optima Health	1-866-546-7924	1-800-881-2166
United Healthcare	1-866-622-7982	1-844-752-9434
Virginia Premier	1-877-719-7358	Richmond/Central: 1-800-727-7536 Tidewater: 1-800-828-7953 Roanoake: 1-888-338-4579