



DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)



Virginia Department of Medical Assistance Services

Town Hall 2015



What is GAP?

The Governor's Access Plan, known as GAP, is a demonstration program offering a targeted benefit package for up to 20,000 Virginians who have income less than 100% of the federal poverty level (\$11,670 for a single adult) and living with a serious mental illness (SMI).



Why is GAP Necessary?

Without access to medical and behavioral health treatment, individuals with SMI often:

- Are unnecessarily hospitalized,
- may be unable to find and sustain employment,
- struggle with affordable and available housing,
- become involved with the criminal justice system, and
- deal with social and interpersonal isolation.



The opportunities provided through the GAP demonstration enable persons with SMI to:

- access both behavioral health and primary medical health services,
- enhance the treatment they can receive, and
- allow their care to be coordinated among providers, therefore addressing the severity of their condition.



Why is GAP Necessary?

SMI and co-occurring disorders and conditions are **HIGHLY** treatable. Establishing a benefit plan that targets individuals with SMI will enable them to access behavioral and primary health services in order to help them recover, live, work, parent, learn, and participate in their communities.

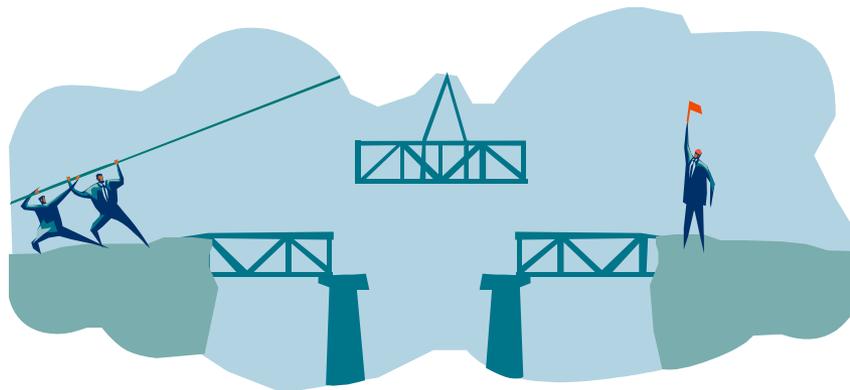




Who Has GAP?

As of February 18, 2015:

- 2,297 applications have been submitted for GAP.
- 2,252 GAP SMI Screenings have been done to determine eligibility.
- 494 people with SMI who didn't have health insurance the beginning of 2015 have coverage now!





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GAP Eligibility

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Who is Eligible for GAP?

In order to be eligible, individuals must meet ALL of the requirements outlined below:

- Adult age 21 through 64 years old;
- U. S. Citizen or lawfully residing immigrant;
- Not eligible for any existing entitlement program including: Full Medicaid, Children's Health Insurance Program (CHIP/FAMIS), Medicare, or TriCare;
- Resident of Virginia;
- Household income that is below 100% of the Federal Poverty Level (FPL);
- Uninsured;
- Not residing in a long term care facility, mental health facility, or jail/prison; and
- Screened and meet the criteria for GAP SMI.



How is GAP SMI Defined?

- GAP SMI is determined via the use of the GAP Serious Mental Illness Screening Tool.
- The screening tool addresses **5** areas:
 - Age
 - Diagnosis
 - Duration of Illness
 - Level of Disability, and
 - Whether due to mental illness the individual requires assistance to consistently access and utilize needed medical and/or behavioral health services/supports.



GAP SMI Criterion #1

In order to be considered as having SMI for the purposes of the GAP demonstration the following SMI criteria must be met:

1. Age

The individual is at least 21 years of age and has not yet reached their 65th birthday.



GAP SMI Criterion #2

2. Diagnosis

The person has a serious mental illness diagnosed under the Diagnostic and Statistic Manual (DSM). At least **one of the following diagnosis must be present.**

- Schizophrenia spectrum disorders and other psychotic disorder with the exception of substance/medication induced psychotic disorders
- Major depressive disorder
- Bipolar and related disorders with the exception of cyclothymic disorder
- Post-Traumatic Stress Disorder
- Other disorders including OCD, Panic Disorder, Agoraphobia, Anorexia nervosa, Bulimia nervosa



GAP SMI Criterion #3

3. Duration of Illness

The person must meet **at least one** of the following:

- Is expected to require services of an extended duration (at least 12 months);
- Has undergone psychiatric treatment more intensive than outpatient care, such as crisis response services, alternative home care, partial hospitalization or inpatient hospitalization, more than once in his or her lifetime.
- Has experienced an episode of continuous, supportive residential care, other than hospitalization, for a period long enough to have significantly disrupted the normal living situation.



GAP SMI Criterion #4

4. Level of Disability

The person must meet **at least two** of the following on a continuing or intermittent basis **as a result of their mental illness**:

- Is unemployed; employed in a sheltered setting or a supportive work situation; has markedly limited or reduced employment skills; or has a poor employment history;
- Requires public and family financial assistance to remain in the community and may be unable to procure such assistance without help;
- Has difficulty establishing or maintaining a personal social support system;
- Requires assistance in basic living skills such as personal hygiene, food preparation, or money management; or
- Exhibits inappropriate behavior that often results in intervention by the mental health or judicial system.



GAP SMI Criterion #5

5. Due to mental illness, the person requires assistance to consistently access and to utilize needed medical and/or behavioral health services/supports

Individuals must meet all five criteria to be determined to meet for GAP SMI.



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Applying for GAP

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How to Apply for GAP

GAP eligibility is a two step process:

1. Financial/non-financial determination, which is reviewed and verified by Cover Virginia; and
2. GAP SMI Screening.



Individuals may start at either step to enter the GAP Program.



Cover Virginia

"Cover Virginia" or "Cover VA" is the DMAS contractor which:

- Receives online and telephonic applications for the GAP Program;
- Provides a toll free customer service line;
- Determines eligibility;
- Sends out member handbook; and
- Handles individuals' appeal of actions which have denied or terminated covered benefits.



Financial/Non-Financial Application

There are two ways to submit an application for the GAP Program to Cover Virginia:

1. Through the provider assisted web application. Members may only be assisted by a GAP Screening entity or another DMAS approved organization. This is the preferred method for application.
 2. Telephonically by calling 1-855-869-8190 or TDD at 1-888-221-1590
- Applicants beginning the process through Cover Virginia will be referred to their nearest screening entity for a GAP SMI Screening.



GAP SMI Screening

- One of the two screening types listed below must be completed by a DMAS approved screening entity in order to determine GAP SMI Eligibility.
 - **Limited Screening:** Conducted for individuals who have had a diagnostic evaluation within the past 12 months and the evaluation is available to the screener. This screening may be completed by a Qualified Mental Health Professional (QMHP) or a Licensed Mental Health Professional (LMHP).
 - **Full Screening:** Conducted for individuals who have not had a diagnostic evaluation within the past 12 months or for whom the evaluation is not available to the screener. A diagnostic evaluation is completed at the time of the screening by an LMHP (including supervisees and residents).



Who are DMAS Approved Screening Entities?

- GAP SMI screenings may be conducted by:
 - Community Services Boards (CSBs)
 - Federally Qualified Health Centers (FQHCs)
 - Inpatient Psychiatric Hospitals
 - General Hospitals with an Inpatient Psychiatric Unit
- Applicants do not need to wait for the financial/non-financial information to be reviewed before being referred for the GAP SMI Screening.
- Applicants may contact Magellan at 1-800-424-4279 or Cover VA at 1-855-869-8190 for information on locating their nearest Screening Entity.



What Happens After I Apply?

- Cover Virginia has 45 days to process complete applications from individuals who have completed the GAP financial/non-financial application over the phone or with the help of a GAP SMI Screener.
- GAP SMI Screenings must take place as quickly as possible after the financial/non-financial application has been taken by Cover VA in order to meet this deadline.
- Cover Virginia will send a letter to the individual giving them their GAP ID # to use until a member card can be sent to them. They will also send the member handbook.



How Long Does Coverage Last?

GAP Coverage begins on the first day of the month in which Cover VA received the completed financial/non-financial application, with the exception of January 2015. Applicants who apply in January 2015 will have coverage beginning January 12, 2015.

Individuals meeting the eligibility requirements are enrolled for a period of 12 continuous months except in the following cases; the individual:

- Reaches their 65th birthday
- Moves out of the Commonwealth of VA
- Is Deceased, or
- Becomes enrolled in full Medicaid or Medicare.



DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)

GAP Benefits

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GAP Benefits

There are three main areas of services rendered by the existing medical provider network and the Behavioral Health Network through Magellan.

➤ **The three main areas are:**

- Medical Services
- Behavioral Health Services
- Additional services covered by Magellan





GAP Benefits

Integrating care coordination, primary care, specialty care, pharmacy and behavioral health services

Outpatient Medical

- Primary & Specialty Care
- Laboratory
- Pharmacy
- Diagnostic Services
 - Physician's office
 - Outpatient hospital coverage is limited to diagnostic ultrasound, CAT & MRI, diagnostic radiology, and EKG including stress
- Diabetic Supplies

Outpatient Behavioral Health

- GAP Case Management
- Psychiatric Evaluation, Management & Treatment
- Crisis Intervention & Stabilization
- Psychosocial Rehab
- Recovery Navigation Services
- Outpatient Psych & Substance Abuse (SA) Treatment Services
- SA Intensive Outpatient (IOP)
- Methadone & Opioid Treatment



Department of Medical Assistance Services



Benefit Limitations Overview

A complete list of covered and non-covered GAP services may be located on the DMAS website at

http://www.dmas.virginia.gov/Content_pgs/GAP.aspx

Non-covered medical services are coordinated through an alternative preferred service pathway using existing indigent care providers.

DMAS and Magellan are working in collaboration with external stakeholders and partners to compile regional lists of preferred indigent care pathway providers to assist GAP beneficiaries in locating non-covered services at a reduced or free rate.

www.dmas.virginia.gov



DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)

Unique GAP Benefits

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GAP Services Through Magellan

Services provided solely by Magellan include:

- **Care Coordination** including Community Wellness and Community Connection.
- **Crisis Line** available 24/7 and staffed by licensed mental health professionals.
- **Recovery Navigation/Peer Support** including a state wide warm telephone line and limited, local, voluntary, in-person supports.



Magellan Care Coordination

Care coordination includes identification of the individual's behavioral health, medical and social/community support needs to efficiently achieve the individual outcomes in the most cost-effective manner. It may include:

- Web-based and e-learning material
- Online health literacy materials
- Self-help groups and community-based support groups where available
- Linkages and referrals to community resources
- Recovery Navigation Services where available
- Parent and family support
- Collaborative Treatment Planning



Magellan Care Coordination

Care managers provide information regarding:

- Covered benefits
- Provider selection
- How to access all services including medical, behavioral health, and use of preferred pathways to indigent care services

Care coordination has two levels:

- **Community Wellness:** Magellan will contact and coordinate care with the local CSB and will oversee and monitor the communication and collaboration between the physical health and behavioral health providers. Individual's require the least amount of care coordination.
- **Community Connection:** Designed for individuals with a higher level of care utilization needs, such as those with frequent emergency room visits and hospitalization discharges with high social stressors suggesting a possible risk for readmission. It includes all supports of community wellness at a higher frequency.



Magellan Crisis Line

- Magellan of Virginia care managers are licensed mental health professionals.
- Care managers are available to GAP members 24 hours per day, 7 days per week in case of mental health crisis situations.
- Care managers coordinate with local CSB crisis intervention teams as well as local law enforcement to assist with the provision of mental health care for acute psychiatric dysfunction requiring immediate clinical attention.
- The objectives are to prevent exacerbation of a condition and prevent injury to the individual or others until additional services can be administered.
- GAP care managers can be reached at 800-424-4279 or 800-424-GAP9.



Magellan Recovery Navigation

- Recovery Navigation services are provided through Magellan. Recovery Navigators are trained individuals who utilize their lived mental health and/or substance use recovery to help others gain hope and move forward in their own recovery.
- The Recovery Navigators encourage self-determination in recovery choices, and use their training, wellness knowledge, and lived recovery experience to support members' integration into the communities of their choice.
- Recovery Navigators work in partnership with the Magellan clinical team who provide care coordination services.



Magellan Recovery Navigation

- Recovery Navigation telephonic support is available throughout the entire state with limited face-to-face contacts in select areas where there are limited peer-run community resources.
- All GAP members have access to a state wide warm line that is staffed by trained recovery navigators.
- The warm line provides members with the opportunity to speak to someone when they need recovery support from someone who has “been there.”
- The warm line service is offered during evening and weekend hours and is accessible toll-free at 1-800-424-4520.



Magellan Recovery Navigation

Recovery Navigation includes opportunities for members to:

- Learn and develop a plan for engaging in a whole health approach to the recovery process .
- Explore peer and natural community support resources from the perspective of a person who has utilized these resources and navigated multi-level systems of care. These linkages will expand to educating members about organizations and resources beyond the health care systems.
- Initiate rapport and model positive communication skills with members to help them self-advocate and develop their own recovery plan that incorporates GAP and community resources to promote successful wellness.



Magellan Recovery Navigation

- Share personal recovery stories with members to provide hope and to empower them to build on their strengths and expand wellness and recovery into all areas of their lives.
- Offer support framed around the eight dimensions of wellness.
 - ❖ Social
 - ❖ Physical
 - ❖ Spiritual
 - ❖ Intellectual
 - ❖ Environmental
 - ❖ Emotional
 - ❖ Occupational
 - ❖ Financial



DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)

Resources

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GAP Educational Material

The DMAS website currently has educational material such as:

- A GAP Flier;
- Frequently asked questions;
- A Fact Sheet;
- Examples of eligible individuals; and
- Information for stakeholders.



DMAS and Magellan are also hosting a weekly GAP Member/Family/Advocate call on **Fridays from 9-10am**.

Call in number 1-866-842-5779 Conference Code
7439901269. No registration required.



Department of Medical Assistance Services



Magellan Contact Info for Members

Magellan of Virginia offers a 24 hour, 7 day per week toll free line for individuals receiving GAP benefits to obtain information regarding covered benefits, provider selection, and how to access all services including medical, pharmacy, behavioral health, and use of preferred pathways.

Members may contact a care manager by calling 1-800-424-4279 or 1-800-424-GAP9.

GAP Members may also access the Recovery Navigation Line by calling 1-800-424-4520.

Please note that these are **member only lines**



www.dmas.virginia.gov



Cover VA

- Cover VA can help complete a GAP application over the telephone when you call 1-855-869-8190.
- Who to contact if you have GAP benefits and there is a change to your name or address.
- Who to contact if you have lost your GAP ID card and need a replacement.



DMAS Website

Information about the GAP Program is located on the Virginia DMAS website at www.dmas.virginia.gov



Questions pertaining to the GAP program may also be e-mailed to BridgetheGAP@dmas.virginia.gov



DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)

Question and Answer Period

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DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)

GAP Provider Impact

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How to Help Someone Apply

- Cover Virginia telephone application by calling 1-855-869-8190.
- Cover Virginia online application can be accessed only by GAP SMI Screening Entities. To get the web URL contact DMAS by sending an e-mail from your agency e-mail address. Provide your agency NPI, address, contact information, and localities covered to, BridgetheGAP@dmas.virginia.gov.
- For a GAP SMI Screening referral contact Magellan at 1-800-424-4046 or Cover VA for a list of the nearest screening entity (CSB or FQHC).



Cover VA

- Cover VA is available to assist GAP SMI Screeners with any questions regarding the online application.
- Is available if you are unsure of what a question on the application is asking or what documentation is needed for verification.
- Is available to assist with technical trouble related to the online application.

The GAP Unit of Cover VA can be reached by calling
1-855-869-8190.



Service Authorization Process

- The current Medicaid service authorization process is followed for any GAP members in need of services that require service authorization.
- All medical and behavioral health services that require service authorization or registration under fee-for-service will require authorization or registration under GAP.
- The only change to service authorization for GAP members is for Crisis Stabilization services (H2019) which requires a service authorization for GAP members.



Department of Medical Assistance Services



Service Authorization Process

- Medical service authorization will continue to be conducted by KEPRO and current timeliness requirements will apply.
- Behavioral Health service authorization and registration will continue to be conducted by Magellan.
- Please see specific services outlined in the GAP Supplemental Manual to determine if authorization is needed prior to services being rendered.



Service Auth Manual Updates

Changes have also been made to the existing provider manuals regarding service authorization as listed below:

- Durable Medical Equipment & Supplies, Appendix D (for diabetic supplies)
- Hospital, Appendix D (for MRI/CAT scans)
- Independent Laboratory, Appendix C (for MRI/CAT scans)
- Physician/Practitioner, Appendix D (for MRI/CAT scans and surgical procedures performed in a physician's office)



Medical Service Auths - KEPRO

- For medical service authorization questions, providers may contact KEPRO at providerissues@kepro.com.
- KEPRO may also be reached by phone at 1-888-827-2884, or via fax at 1-877-OKBYFAX or 1-877-652-9329.
- The KEPRO website, <http://dmas.kepro.com>, has information related to the service authorization process for all Medicaid programs that they review such as:
 - fax forms,
 - service authorization checklists,
 - trainings, and
 - methods of submission



Behavioral Health Service Auth - Magellan

- For behavioral health service authorization questions, providers may contact Magellan at VAProviderQuestions@MagellanHealth.com.
- Magellan may also be reached by phone at 1-800-424-4046.
- The Magellan website, www.magellanofvirginia.com, has information related to the service authorization process for all Medicaid programs that they review such as:
 - SRA and TRF forms,
 - trainings, and
 - methods of submission



Filing Claims for GAP Members

- DMAS is using a hybrid payment structure using Fee-For-Service and Magellan of Virginia, DMAS' Behavioral Health Services Administrator (BHSA).
- Medical services are billed using the existing Medicaid fee-for-service process and paid at the current Medicaid reimbursement rates.
- Behavioral Health services are billed using the existing Medicaid fee-for-service process. Services are paid at the current Medicaid reimbursement rates with the exception of GAP Case Management



Providers and Magellan Care Coordination

- Central list of indigent preferred pathways for medical and behavioral health services.
- Helping forge relationships between providers to coordinate overall health and wellbeing.
- An intermediary for providers to help determine if all physical and mental health issues are being addressed.
- A referral source for providers, advocates, and individuals.



DMAS GOVERNOR'S ACCESS PLAN FOR THE SERIOUSLY MENTALLY ILL (GAP)

Provider Resources & Reminders

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GAP Educational Material

The DMAS website currently has educational material such as:

- A GAP Flier;
- Frequently asked questions;
- A Fact Sheet;
- Examples of eligible individuals;
- GAP Trainings; and
- A list of eligible GAP SMI diagnosis



GAP Training material is also located on the Magellan website at <http://www.magellanofvirginia.com/for-providers-va/training.aspx>.



Department of Medical Assistance Services



Provider Manual Supplement

A provider supplemental manual describing the GAP program in detail is posted to the DMAS web portal.

Providers are highly encouraged to read the supplemental manual in its entirety as there are changes to requirements for existing services when provided to individuals receiving GAP benefits.

Providers are also encouraged to print the GAP Supplemental Manual to keep with the current provider manual being used for services.



Department of Medical Assistance Services



Virginia Medicaid Web Portal

DMAS offers a web-based Internet option to access **medical and pharmacy** information for GAP member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. The Virginia Medicaid Web Portal can be accessed by going to:

www.virginiamedicaid.dmas.virginia.gov.



The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996.

www.dmas.virginia.gov



Department of Medical Assistance Services



Medical and Pharmacy Helpline

The DMAS "HELPLINE" is available to answer medical and pharmacy 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.

www.dmas.virginia.gov



Department of Medical Assistance Services



Magellan Behavioral Health of VA

Providers of behavioral health services may check

- GAP member eligibility,
- behavioral health claims status,
- behavioral health check status,
- behavioral health service limits, and
- behavioral health service authorizations

by visiting www.MagellanHealth.com/Provider.



Provider Calls

DMAS and Magellan are hosting two weekly provider calls to answer questions and address concerns related to GAP.



- **GAP SMI Screener Call: Mondays from 11am to Noon.** Call in number 1-866-842-5779
Conference Code 7439901269. No registration required.
- **GAP Provider Call: Fridays from 2-3pm.** Call in number 1-888-850-4523, Passcode: 743713. No registration required.



DMAS Website

Information on the GAP program is located on the Virginia DMAS website at www.dmas.virginia.gov



Questions pertaining to the GAP program may also be e-mailed to BridgetheGAP@dmas.virginia.gov



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