

CMHRS Appeals and Service Authorization Data for CCC Plus

Community Mental Health and Rehabilitation Services (CMHRS) appeals and authorization data is being made publicly available to meet the requirements of the General Assembly as set forth in Budget Bill HB30, item 313.E.5

The following totals, as reported quarterly by the Managed Care Organizations (MCOs) contracted with DMAS, pertain only to the CCC Plus managed care program.

CMHRS Authorization Requests Processed Untimely January - March 2021

Service Type/ Procedure Code	MCO						Total All MCOs
	Aetna	Anthem	Magellan	Optima	United Healthcare	Virginia Premier	
Mental Health Case Management H0023				5	1		6
Crisis Intervention H0036	3						3
Mental Health Skill-building Services/Assessment H0046		3	2	1	2	3	11
Psychosocial Rehab/Assessment H2017		3					3
Crisis Stabilization H2019	8			1	1	1	11
Behavioral Therapy/Assessment H2033		4					4
Total All Services	11	10	2	7	4	4	38

Note: The above data is self-reported by the MCOs. DMAS is actively working on a data solution that will collect service authorization data directly from the MCOs for analysis by DMAS.

CMHRS Appeals Activity January - March 2021

Appeal Activity	MCO						Total All MCOs
	Aetna	Anthem	Magellan	Optima	United Healthcare	Virginia Premier	
Appeals Received	3	36	18	24	2	49	132
Fully Favorable Decision (original decision overturned)	0	3	2	1	2	5	13
Partially Favorable Decision (original decision partially upheld)	0	7	0	2	0	0	9
Unfavorable Decision (original decision upheld)	2	12	6	20	0	38	78

Note: The number of appeal decisions may not equal the number of appeals received because 1) the receipt and resolution of an appeal may not occur within the same reporting period and 2) appeals may be withdrawn or deemed invalid with no decision rendered.