

Provider Notice

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

Crisis stabilization (H2019)

Initial authorization requests for Crisis Stabilization services will now be approved for 5 days. Continued stays beyond 5 days will be reviewed concurrently and the concurrent authorization will be approved for an additional 3 days.

Crisis intervention (H0036)

Initial and Concurrent authorization requests for Crisis Intervention services will be approved for 3 days and 96 units.

Services authorization requests with gaps in care of less than 3 days will be treated as concurrent reviews and follow the guidelines above.

If you have any questions, please email us at UM_MCCofVA@mccofva.com or call us at 1-800-424-4524.