



# Provider Alert

## Urgent Provider News



November 10, 2023

Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

- [Payment Policies Now Available](#)
- [Mobile Crisis Response](#)
- [Sentara Health Plans](#)

### Payment Policies Now Available

As of November 1, 2023, Optima Health payment policies are accessible through Provider Connection, our secure portal. The policies, stored in Compliance 360, explain acceptable billing and coding practices to equip you for accurate claims submission. We will inform you as new policies are published.

To access the policies you must have an active Provider Connection account. If you do not have an account, you may [register now](#).

#### There are three steps to locate the policies:

1. In Provider Connection, navigate to the left sidebar and click on **Payment Policies**.
2. Click on **Access Payment Policies**.
3. Search for payment policies in Compliance 360.

### Mobile Crisis Response

The Commonwealth of Virginia is transforming its behavioral health crisis system into a fully integrated, statewide continuum of services based on the **Crisis Now Model**. Ensuring that every Virginian in crisis has someone to call, someone to respond, and

somewhere to go. This model is also a critical element of Governor Youngkin's Right Help, Right Now plan to transform behavioral healthcare in Virginia.

Starting December 15, 2023:

- The 988 Call Center, regional crisis hub, or their contractors will assess each call to determine if a Mobile Crisis Response is indicated.
- Mobile Crisis Response will be dispatched only by the 988 call centers or regional crisis hubs after a determination is made.
- Providers will not be able to register Mobile Crisis Response cases directly in Virginia Crisis Connect.
- Providers of Mobile Crisis Response will be dispatched to referrals via Virginia Crisis Connect.
- The Mobile Crisis Response provider dispatched by the 988 Call Center or regional crisis hub to an individual will be based on provider proximity and ability to respond in a timely manner.

To prepare for this process change it is recommended that providers:

- Support communication to Virginians regarding access to crisis services using 988 and regional crisis lines. Please go to [988va.org](https://988va.org) for more information, including marketing materials.
- Ensure all staff are aware that as of December 15, 2023:
  - Mobile Crisis Response will not be reimbursable unless the referral came from the 988 call center or regional crisis hub, and
  - The Virginia Crisis Connect platform will not generate a reference number for providers (unless the referral comes from the 988 Call Center or mobile regional crisis hub).
- Review training videos and materials posted on Virginia Crisis Connect. In the **Support** section on the left-hand menu, go to **Guides**. Current relevant materials are the Mobile Dispatch User Guide and the Mobile Dispatch Module training video. More resources and training will be provided in coming weeks.
- Attend the live statewide webinar hosted by the Department of Behavioral Health and Developmental Service (DBHDS), in coordination with DMAS, on November 16, 2023, from 11 a.m. – 1 p.m. Any interested provider or stakeholder will be able to attend. Once the webinar is completed, the video will be posted and shared widely for reference.
  - [click here for the webinar link](#)
  - webinar number: **2425 440 1445**

- webinar password: **eMducvWE773** (36382893 from phones and video systems)
- join by phone: **1-866-692-4530**
- access code: **242 544 01445**

Please plan to attend regional specific webinars, which will be scheduled in early December. Dates, times, and information will be shared in coming weeks.

## **Sentara Health Plans**

At the end of 2023, the Optima Health and Virginia Premier brands will retire and unify under Sentara Health Plans. Our growth affords us the opportunity to innovate and adapt to align with best practices in the industry, as well as partner with you to ensure our shared customers receive the care they need, when they need it. Help us spread the word about Sentara Health Plans. [Download and print this flyer](#) to display in your office, front desk, or break room.

We have created a web page to address operational areas we expect will impact your business operations. This page will be your source of truth regarding the details of the merger and related operations. [Please take a moment to familiarize yourself with this new page and bookmark for easy reference later.](#)

**While not an exhaustive list, the page addresses key plan and operations updates including:**

- Virginia Premier Medicare/D-SNP Becomes Sentara Health Plans Effective December 31, 2023
- New Availity Portal
- Claims Processing
- Authorization Processing
- Member ID Number Changes
- Training Opportunities

Sincerely,

Your Optima Health Team