



Member's Full Name:

Medicaid #:



SERVICE REGISTRATION FORM

The information on this form must be submitted to the member's plan. **Each requested service must be submitted separately. Multiple services cannot be registered on the same form.**

MEMBER INFORMATION		PROVIDER INFORMATION	
Member First Name:		Organization Name:	
Member Last Name:		Group NPI #:	
Medicaid #:		Provider Tax ID #:	
Member Date of Birth:		Provider Phone:	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other	Provider E-Mail:	
Member Plan ID #:		Provider Address:	
Member Address:		City, State, ZIP:	
City, State, ZIP:		Provider Fax:	
Parent/Guardian (if applicable):		Clinical Contact Name & Credentials*:	
Parent/Guardian (if applicable) contact information:		Clinical Contact Phone:	
		* This is the individual to whom the MCO can reach out to answer additional clinical questions.	

CLINICAL INFORMATION	
Primary Diagnosis	
Secondary Diagnosis	
Service Type	<input type="checkbox"/> Mental Health <input type="checkbox"/> Substance Use
Requested Start Date	

REQUESTED SERVICE FOR REGISTRATION	
<input type="checkbox"/>	Mental Health Case Management (H0023)
<input type="checkbox"/>	Crisis Stabilization (H2019) [Initial Only]
<input type="checkbox"/>	Crisis Intervention (H0036) [Initial Only]
<input type="checkbox"/>	ICT (H0039) [Continued Stay Only]
<input type="checkbox"/>	MH Peer Supports (H0024/H0025) [Initial Only]

PLEASE SEND FORM TO THE DESIGNATED HEALTHCARE PLAN USING THE CONTACT INFORMATION BELOW FOLLOWING THE TIME FRAME REQUIREMENTS ALSO BELOW. ALL CONTACT INFORMATION APPLIES TO BOTH MEDALLION 4.0 & CCC PLUS EXCEPT WHERE INDICATED

All MCOs rely on Contract Standards for the CCC Plus Contract, 3 business days or up to 5 business days if additional information is required and 14 days for the Medallion 4.0 Contract.

CONTACT INFORMATION			
Medallion 4.0 and Commonwealth Coordinated Care (CCC) Plus	Phone Number	Fax Number	Web Portal
Aetna Better Health of Virginia	(855) 652-8249	(866) 669-2454	https://www.aetnabetterhealth.com/virginia/providers/portal
Anthem HealthKeepers Plus	(800) 901-0020	(866) 877-5229	https://mediproviders.anthem.com/va/pages/precert.aspx
Magellan Complete Care of Virginia	(800) 424-4524	CCC Plus- (866) 210-1523 Medallion 4.0- (855) 769-2116	N/A
Optima Health Community Care (CCC Plus) Optima Family Care (Medallion 4.0)	CCC Plus- (888) 946-1168 Medallion 4.0- (757) 552-7141 or (800) 648-8420	CCC Plus- (844) 348-3719 (BH Inpatient) (844) 895-3231 (BH Outpatient) Medallion 4.0- (757) 552-7176 (BH Inpatient) (844) 895-3231 (BH Outpatient)	www.optimahealth.com
UnitedHealthcare (CCC Plus) UnitedHealthcare Community Plan (Medallion 4.0)	(877) 843-4366	(855) 368-1542	www.providerexpress.com
Virginia Premier Elite Plus (CCC Plus) Virginia Premier Health Plan (Medallion 4.0)	CCC Plus- (844) 513-4951 Medallion 4.0- (800) 727-7536	CCC Plus- (888) 237-3997 Medallion 4.0- (804) 343-0304	https://www.vapremier.com/providers/medicaid/provider-portals/

Timeframe Requirements for Submission (Concurrent)	CMHRS Services (excluding CI/CS)	CI/CS
Aetna	14 business days	48 hrs.
Anthem	14 business days	48 hrs.
Magellan	7 business days	48 hrs.
Optima	7-14 business days	48 hrs.
UnitedHealthcare	14 business days	48 hrs.
Virginia Premier	14 business days	48 hrs.