

## **Project BRAVO, phase 2**

### **Call center engagement for crisis services**

Please note, this communication applies to Anthem HealthKeepers Plus, Medallion and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) offered by HealthKeepers, Inc.

Effective December 1, 2021, the second set of enhanced behavioral health services will begin including multisystemic therapy (MST), functional family therapy (FFT), mobile crisis response, community stabilization, 23-hour crisis stabilization, residential crisis stabilization, and applied behavior analysis (ABA).

Please see below information from Virginia Department of Behavioral Health & Developmental Services (DBHDS).

To ensure all providers have the opportunity to submit their information to the [crisis\\_services@dbhds.virginia.gov](mailto:crisis_services@dbhds.virginia.gov) email address and to ensure that system utilizers are appropriately trained, the data platform engagement as outlined in the Medicaid manual for mobile crisis response (including emergency services) and community-based stabilization will not be required until January 3, 2022.

The call center will start answering calls and entering information in the platform December 1, 2021, and will refer individuals to services based on information gathered to date. Providers will be able to initiate services as they currently do on December 1, 2021, by registering the service with the managed care organization until January 3, 2022, at which time engagement with the data platform will be required.

If you have any questions about this communication, call Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**.



**Email is the quickest and most direct way to receive important information from HealthKeepers, Inc.**



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/2XEUr24>).

<https://providers.anthem.com/va>

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