

Provider Update

Virginia Premier Behavioral Health Authorization Requests

Date: February 17, 2019

Virginia Premier is working to make the behavioral health authorization requests submission and review process easier! **Effective March 17, 2019**, Virginia Premier will operate utilizing only Virginia Premier behavioral health clinicians to review authorization request. Therefore, the process and ways to submit authorization requests to the Behavioral Health Services department will be as follows:

Behavioral Health & ARTS Dedicated Authorization Phone Number

CCC Plus, Medallion 4.0, & Medicare:

Toll Free # 1-855-214-3822

Local # 804-819-5180

Behavioral Health & ARTS Referrals and Outpatient Authorizations Fax Numbers

CCC Plus

Fax # 804-799-5104

Medallion 4.0 & Medicare

Fax # 804-343-0304

Behavioral Health Inpatient and ARTS

Fax # 804-799-5105

CMHRS Online Portal Submissions (CCC Plus & Medallion 4.0):

<https://www.virginiapremier.com/providers/medicaid/provider-portals/>

Submitting the authorization request to the incorrect phone number or fax number may result in an administrative denial for untimely submissions of clinical information. Please

be sure to update your contact information for behavioral health authorization requests to Virginia Premier.

If you have any questions, please contact Provider Services. We are available Monday through Friday from 8:00 am to 6:00 pm at 804-819-5151 or toll-free 800-727-7536, then select option 2 followed by option 6.

Thank you!

Provider Services

