

# Virginia Commercial Plan Coverage of Mobile Crisis and Crisis Stabilization Services

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### Overview

Effective Jan. 1, 2024, private insurance companies having Commercial networks in the Commonwealth of Virginia are required to cover Mobile Crisis Response (H2011) as well as residential crisis stabilization units. Please refer to the [Crisis Services Administrative Instructional Memo](#) issued by the **Department of Behavioral Health and Development Services** for more information.

### What this means for your organization

If your organization is currently a contracted, participating provider in the Optum commercial network and you are licensed to provide Mobile Crisis or Residential Crisis services, no additional action is required.

If your organization is currently contracted for Medicaid but would like to join the Optum contracted commercial provider network and are licensed to provide Mobile Crisis or Residential Crisis services, please complete the required agency application.

### Frequently Asked Questions

1. What if I started billing commercial insurers for Mobile Crisis and Residential Crisis services on Jan. 1, 2024, and my claims were denied?

**Optum has reviewed all claims denied between Jan. 1, 2024, and June 17, 2024, and has submitted the identified claims for reprocessing as appropriate.**

2. Who do I contact with additional questions?

**Contact your assigned Optum Provider Relations Advocate:**

- Central VA/Tidewater: [John Strube](#)
- Charlottesville/Roanoke/ Western VA: [Lisa Nelson](#)
- Northern Virginia: [Nicole Fleming](#) or [Lori Phillips](#)

3. How do I obtain a copy of my contract to determine if I am a contracted commercial network provider?

**Contact your assigned Provider Relations Advocate as outlined above.**

4. How do I become licensed to offer Mobile Crisis or Residential Crisis services?

**You can find more information, resources and contact details [here](#).**

### Questions?

**Contact the Optum Provider Service Line at 1-877-614-0484.**