



PROVIDER ALERT
February 24, 2010

Maryland's Commitment to Veterans (MCV)

MCV is tasked to assist veterans to obtain behavioral health services, first through the Veterans Administration (VA) hospitals, community based outpatient clinics (CBOC) or VA purchase of care (POC) providers. If this cannot be accomplished within approximately two weeks, the veterans may be directed to Maryland's Public Mental Health System (PMHS) for services until services can be accessed through the VA. Our funding is for short-term, outpatient and crisis services through the PMHS, and is intended to provide needed care until services can be provided by the VA.

The VA is working to ensure veterans have access to a hospital, CBOC or POC provider in the veteran's jurisdiction. If the veteran does not wish to obtain services through these providers, they can access services through private insurance, if available. If not other payor source is available, we can link them to services until they link with a more permanent source of care.

To obtain services through the PMHS for a veteran who is a Medicaid recipient, the provider should request authorizations through ValueOptions® Maryland per the usual process. To obtain services through the PMHS for a veteran who is not a Medicaid recipient, a provider or Regional Resource Coordinator must call ValueOptions® Maryland at 1-800-888-1965, and request an Uninsured Eligibility span. The caller should specify that the request is being made on behalf of a veteran and be prepared to give the veteran's basic demographic information (i.e. Name, Gender, Date of Birth, Social Security Number and Address). If the Veteran has a PMHS covered mental health diagnosis and is a Maryland resident, he/she will be automatically eligible for benefits.

I would strongly advise the veteran or provider to contact the Regional Resource Coordinator first to establish eligibility and referral for services.

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