



# COMMONWEALTH of VIRGINIA

## *Department of Medical Assistance Services*

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November 1, 2024

### MEMORANDUM

**TO:** The Honorable Mark D. Sickles  
Chair, Joint Subcommittee for Health and Human Resources Oversight

The Honorable R. Creigh Deeds  
Vice Chair, Joint Subcommittee for Health and Human Resources Oversight

**FROM:** Cheryl Roberts  
Director, Virginia Department of Medical Assistance Services

**SUBJECT:** Report on Medicaid Community Mental Health Rehabilitation Services  
for FY2024

This report is submitted in compliance with Item 288.P. of the 2024 Appropriation Act, which states:

*The Department of Medical Assistance Services shall modify its contracts with managed care organizations to require annual reporting with regard to Medicaid Community Mental Health Rehabilitation Services on: (i) the number of providers in their network and their geographic locations; (ii) the total number of provider terminations by year since fiscal year 2018 and the number terminated with and without cause; (iii) the localities the terminated providers served; and (iv) the number of Medicaid members the providers were serving prior to termination of their provider contract. The department shall report this data annually, not later than November 1, to the Joint Subcommittee for Health and Human Resources Oversight.*

Should you have any questions or need additional information, please feel free to contact me at 804-664-2660.

CR/wf  
Enclosure

Pc: The Honorable Janet V. Kelly, Secretary of Health and Human Resources

# Annual Community Mental Health Rehabilitation Services (CMHRS) Provider Network Report

November 2024

## Report Mandate:

Item 288.P. of the 2024 Appropriation Act states: The Department of Medical Assistance Services shall modify its contracts with managed care organizations to require annual reporting with regard to Medicaid Community Mental Health Rehabilitation Services on: (i) the number of providers in their network and their geographic locations; (ii) the total number of provider terminations by year since fiscal year 2018 and the number terminated with and without cause; (iii) the localities the terminated providers served; and (iv) the number of Medicaid members the providers were serving prior to termination of their provider contract. The department shall report this data annually, not later than November 1, to the Joint Subcommittee for Health and Human Resources Oversight.

## Annual CMHRS Provider Network Report for 2024

DMAS previously modified its managed care organizations (MCOs) contracts to require the data necessary to complete the reporting requirements of this Item for the Medallion 4.0 and CCC+ MCO contracts effective July 1, 2022.

For the Fiscal Year (FY) 2024 report, DMAS utilized information provided directly by the MCOs. The information was broken down by city, county, and state level. Overall, five of the six<sup>1</sup> MCOs terminated CMHRS providers from their networks. Only one MCO terminated CMHRS providers with cause.

- **Aetna** terminated three providers with cause and two providers without cause. Prior to their terminations, these providers served 52 members across five localities
- **Anthem** terminated six providers with cause and two providers without cause. Prior to their terminations, these providers served 144 members across six localities.
- **Molina** reported no CMHRS terminations during this reporting cycle.
- **Sentara** terminated one provider without cause. Prior to termination, this provider served 156 members in one locality.
- **United** terminated three providers with cause and 64 providers without cause. Prior to their terminations, these providers served 1,000 members across 29 localities.

## Active Network Providers by Locality and MCO

Locality	Active Network Providers Serving Locality by MCO <i>Note: A single provider may be represented in multiple localities and in the totals for more than one MCO.</i>				
	Aetna	Anthem	Molina	Sentara	United
Accomack County	2	3	11	0	1
Albemarle County	6	3	6	5	3
Alleghany County	0	0	0	1	2
Amelia County	1	0	1	3	0
Amherst County	1	0	0	2	0
Appomattox County	1	0	0	2	1
Arlington County	3	3	2	2	3
Augusta County	2	1	4	3	0
Bath County	1	0	1	0	0
Bedford County	7	6	2	7	2
Bland County	1	0	0	1	0
Botetourt County	1	0	1	1	0
Brunswick County	3	1	4	3	0
Buchanan County	1	0	2	2	0
Buckingham County	1	1	0	0	0
Campbell County	2	1	1	2	1
Caroline County	2	0	2	2	0
Carroll County	1	1	4	8	0
Charles City County	0	0	1	0	0
Charlotte County	1	1	0	2	0
Chesterfield County	52	35	57	77	54
Craig County	1	0	0	0	0
Culpeper County	7	5	5	4	2
Dickenson County	1	1	0	2	1
Dinwiddie County	1	0	1	0	0
Essex County	6	1	2	5	0
Fairfax County	18	6	0	14	12
Fauquier County	2	1	1	2	0
Floyd County	2	2	1	2	1
Fluvanna County	1	0	1	1	0
Franklin County	4	3	0	6	1

Locality	Active Network Providers Serving Locality by MCO <i>Note: A single provider may be represented in multiple localities and in the totals for more than one MCO.</i>				
	Aetna	Anthem	Molina	Sentara	United
Frederick County	5	2	13	3	0
Giles County	1	0	1	1	0
Gloucester County	2	2	1	3	1
Goochland County	2	1	2	1	1
Grayson County	1	3	0	1	0
Greene County	1	2	0	1	0
Greensville County	0	5	3	9	2
Halifax County	5	3	1	6	0
Hanover County	17	8	45	22	14
Henrico County	64	52	57	70	50
Henry County	19	0	30	18	0
Highland County	0	0	1	0	0
Isle Of Wight County	1	4	1	7	2
James City County	4	4	2	6	1
King and Queen County	0	0	1	0	0
King George County	2	0	1	1	0
King William County	1	0	1	2	0
Lancaster County	1	2	2	3	1
Lee County	3	2	2	3	0
Loudon County	4	4	6	6	5
Louisa County	1	0	0	2	0
Lunenburg County	1	0	0	1	0
Madison County	1	0	0	0	0
Mathews County	0	0	1	2	0
Mecklenburg County	4	5	5	4	3
Middlesex County	1	0	1	1	0
Montgomery County	7	9	4	9	1
Nelson County	1	0	0	1	0
New Kent County	1	0	2	1	1
Northampton County	1	1	0	0	0
Northumberland County	1	0	1	1	0
Nottoway County	0	0	1	0	0
Orange County	1	1	0	3	0

Locality	Active Network Providers Serving Locality by MCO <i>Note: A single provider may be represented in multiple localities and in the totals for more than one MCO.</i>				
	Aetna	Anthem	Molina	Sentara	United
Page County	3	2	1	1	0
Patrick County	1	2	1	3	3
Pittsylvania County	5	1	3	5	3
Powhatan County	2	0	3	3	0
Prince Edward County	10	5	18	11	2
Prince George County	1	14	0	4	2
Prince William County	11	10	6	5	8
Pulaski County	2	1	2	2	0
Rappahannock County	0	1	0	0	0
Richmond County	0	0	0	1	0
Roanoke County	26	18	0	19	6
Rockbridge County	0	0	1	1	1
Russell County	4	1	2	3	1
Scott County	4	2	2	3	0
Shenandoah County	2	2	2	2	1
Smyth County	2	3	2	2	1
Spotsylvania County	10	4	5	7	6
Stafford County	1	1	5	3	2
Surry County	1	0	1	1	0
Sussex County	3	1	1	3	3
Tazewell County	5	5	2	7	2
Warren County	1	2	2	1	1
Washington County	4	7	3	8	1
Westmoreland County	0	0	1	2	0
Wise County	6	2	4	4	0
Wythe County	2	5	3	6	2
York County	1	1	2	3	0
Alexandria City	4	2	7	4	3
Bristol City	2	1	2	2	0
Buena Vista City	2	1	2	0	0
Charlottesville City	4	3	5	3	1
Chesapeake City	22	18	19	36	22
Colonial Heights City	9	6	11	7	5

Locality	Active Network Providers Serving Locality by MCO <i>Note: A single provider may be represented in multiple localities and in the totals for more than one MCO.</i>				
	Aetna	Anthem	Molina	Sentara	United
Covington City	4	4	1	3	0
Danville City	24	18	23	33	15
Emporia City	8	0	4	0	0
Fairfax City	0	5	27	0	4
Franklin City	3	0	5	6	3
Fredericksburg City	8	5	3	6	2
Galax City	7	6	1	0	1
Hampton City	17	17	16	40	12
Harrisonburg City	5	3	4	3	3
Hopewell City	4	4	8	9	2
Lexington City	2	2	0	0	0
Lynchburg City	19	12	12	16	6
Manassas City	3	1	2	4	0
Martinsville City	0	10	1	0	5
Newport News City	24	21	24	42	23
Norfolk City	32	17	32	52	16
Norton City	2	2	11	3	3
Petersburg City	15	0	13	20	9
Poquoson City	1	2	1	0	1
Portsmouth City	7	10	11	22	7
Radford City	2	2	1	3	1
Richmond City	47	39	53	72	30
Roanoke City	14	10	18	12	8
Salem City	1	0	0	0	0
Staunton City	7	3	7	4	1
Suffolk City	5	5	9	15	4
Virginia Beach City	15	13	17	36	9
Waynesboro City	0	0	1	2	0
Williamsburg City	0	1	0	0	3
Winchester City	8	4	4	5	2

Other States	Aetna	Anthem	Molina	Optima	United
Florida	3	0	0	0	0
Iowa	1	0	0	0	0
Maryland	1	0	0	1	0
North Carolina	1	0	0	1	0
Tennessee	26	1	0	9	1
Texas	0	0	0	0	1
West Virginia	0	2	0	1	0

Unique Active Network Providers by MCO	
MCO	Providers
Aetna	397
Anthem	352
Molina	377
Sentara	529
United	387

## Provider Terminations by Year; With and Without Cause

### Aetna

FY	2019	2020	2021	2022	2023	2024
With cause	0	0	0	0	0	3
Without cause	8	71	6	0	0	2

### Anthem

FY	2019	2020	2021	2022	2023	2024
With cause	0	0	0	2	33	6
Without cause	0	77	0	0	0	2

### Molina

FY	2019	2020	2021	2022	2023	2024
With cause	0	0	0	0	0	0
Without cause	124	164	78	0	21	0



**Sentara**

<b>FY</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
With cause	0	0	0	0	0	0
Without cause	2	1	56	0	6	1

**United**

<b>FY</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
With cause	0	0	0	0	0	3
Without cause	3	99	6	2	10	64

**Virginia Premier**

<b>FY</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
With cause	0	0	0	2	0	N/A
Without cause	3	75	0	0	44	N/A

## Localities Served by Terminated Providers

<b>Locality</b>	<b>Total Terminated Providers Serving Locality by MCO</b> <i>Note: A single provider may be represented in multiple localities and in the totals for more than one MCO.</i>				
	<b>Aetna</b>	<b>Anthem</b>	<b>Molina</b>	<b>Sentara</b>	<b>United</b>
Albemarle County	0	0	0	0	1
Alleghany County	0	0	0	0	1
Arlington County	0	0	0	0	1
Bedford County	0	1	0	0	0
Chesterfield County	0	1	0	0	4
Fairfax County	0	0	0	0	4
Franklin County	0	0	0	0	1
Grayson County	0	1	0	0	0
Hanover County	0	0	0	0	1
Henrico County	1	1	0	0	7
James City County	0	0	0	0	1
Montgomery County	0	0	0	0	16
Prince William County	0	0	0	0	3
Roanoke County	0	0	0	0	2

Locality	<b>Total Termed Providers Serving Locality by MCO</b> <i>Note: A single provider may be represented in multiple localities and in the totals for more than one MCO.</i>				
	Aetna	Anthem	Molina	Sentara	United
Smyth County	0	1	0	0	0
Stafford County	0	0	0	0	1
Tazewell County	0	0	0	0	1
Wythe County	0	1	0	0	0
Charlottesville City	0	1	0	0	1
Chesapeake City	0	3	0	0	2
Danville City	0	0	0	0	3
Emporia City	1	0	0	0	0
Franklin City	0	1	0	0	0
Fredericksburg City	0	1	0	0	1
Galax City	0	1	0	0	0
Hampton City	1	0	0	0	1
Harrisonburg City	0	0	0	0	1
Hopewell City	0	0	0	0	1
Lynchburg City	0	1	0	0	10
Martinsville City	0	0	0	0	3
Newport News City	0	1	0	0	3
Norfolk City	1	0	0	0	0
Norfolk City	0	0	0	0	1
Norton City	0	0	0	0	1
Portsmouth City	0	0	0	0	1
Richmond City	1	1	0	1	1
Roanoke City	0	0	0	0	4

## Medicaid Members Served by Termed Providers During the Fiscal Year Prior to Termination

Locality	Members Served by Termed Providers During SFY 2024 by MCO and Locality					
	Aetna	Anthem	Molina	Sentara	United	Locality Total
Albemarle County	0	0	0	0	60	60
Alleghany County	0	0	0	0	0	0
Arlington County	0	0	0	0	0	0
Bedford County	0	2	0	0	0	2
Chesterfield County	0	2	0	0	0	2
Fairfax County	0	0	0	0	0	0
Franklin County	0	0	0	0	0	0
Grayson County	0	0	0	0	0	0
Hanover County	0	0	0	0	0	0
Henrico County	13	0	0	0	49	62
James City County	0	0	0	0	0	0
Montgomery County	0	0	0	0	0	0
Prince William County	0	0	0	0	0	0
Roanoke County	0	0	0	0	21	21
Smyth County	0	0	0	0	0	0
Stafford County	0	0	0	0	0	0
Tazewell County	0	0	0	0	6	6
Wythe County	0	0	0	0	0	0
Charlottesville City	0	105	0	0	60	165
Chesapeake City	0	26	0	0	7	33
Danville City	0	0	0	0	522	522
Emporia City	11	0	0	0	0	11
Franklin City	0	7	0	0	0	7
Fredericksburg City	0	0	0	0	0	0
Galax City	0	0	0	0	0	0
Hampton City	23	0	0	0	0	23
Harrisonburg City	0	0	0	0	0	0
Hopewell City	0	0	0	0	36	36
Lynchburg City	0	2	0	0	0	2
Martinsville City	0	0	0	0	179	179
Newport News City	0	0	0	0	0	0
Norfolk City	4	0	0	0	60	64

Locality	Members Served by Termed Providers During SFY 2024 by MCO and Locality					
	Aetna	Anthem	Molina	Sentara	United	Locality Total
Norton City	0	0	0	0	0	0
Portsmouth City	0	0	0	0	0	0
Richmond City	1	0	0	156	0	157
Roanoke City	0	0	0	0	0	0

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### About DMAS and Medicaid

The mission of the Virginia Medicaid agency is to improve the health and well-being of Virginians through access to high-quality health care coverage. The Department of Medical Assistance Services (DMAS) administers Virginia’s Medicaid and CHIP programs for approximately two million Virginians. Members have access to primary and specialty health services, inpatient care, dental, behavioral health as well as addiction and recovery treatment services. In addition, Medicaid long-term services and supports enable thousands of Virginians to remain in their homes or to access residential and nursing home care.

Medicaid members historically have included children, pregnant women, parents and caretakers, older adults, and individuals with disabilities. In 2019, Virginia expanded the Medicaid eligibility rules to make health care coverage available to more than 600,000 newly eligible, low-income adults.

Medicaid and CHIP (known in Virginia as Family Access to Medical Insurance Security, or FAMIS) are jointly funded by Virginia and the federal government under Title XIX and Title XXI of the Social Security Act. Virginia generally receives an approximate dollar-for-dollar federal spending match in the Medicaid program. Medicaid expansion qualifies the Commonwealth for a federal funding match of no less than 90% for newly eligible adults, generating cost savings that benefit the overall state budget.

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<sup>ii</sup> Virginia Premier Medicaid members became Optima Health members on July 1, 2023. Optima Health transitioned to the new name Sentara Health Plans at end of 2023.