DBHDS
Virginia Department of Behavioral Health and Developmental Services

Resource for Individuals Requiring Emergency Department Visits

Why This Matters

Individuals receiving DBHDS licensed services are medically complex and often experience repeated Emergency Department (ED) visits for the same issue. The Managed Care Organization (MCO) Care Coordinator (CC) is a resource to help reduce these repeat visits and improve continuity of care.

The Care Coordinator's Role

The CC connects the individual, family, caregivers, healthcare providers, and Support Coordinators to ensure care is timely, appropriate, and well-communicated.

How the Care Coordinator Helps



- Identifies gaps in care that lead to hospitalizations or ED visits.
- Addresses any delays in medically necessary services.
- Monitors functional and health status.
- Coordinates referrals and follow-up care with PCPs and specialists.
- Ensures annual exams are scheduled.
- Arranges interdisciplinary team meetings for communication and care planning.
- Manages medication issues and supports treatment adherence.
- Prevents secondary conditions (falls, pressure injuries, infections).

What to Expect

- Initial contact after MCO enrollment.
- Assignment of a support level that determines frequency of CC contact.
- Scheduled contacts (in-person, phone, or video) based on support level.
- Communication with decision makers, with HIPAA authorization for PHI.

How to Contact

Care Coordinator contact information is available depending on the individual's insurance provider

Humana Healthy Horizons in Virginia	844-881-4482
Aetna Better Health of Virginia	1-800-279-1878
Anthem Healthkeepers Plus	1-800-901-0020
Sentara Community Plan	1-866-546-7924
United Healthcare	1-844-752-9434

Key Terms

- **MCO:** Organization providing managed care for most Medicaid beneficiaries in Virginia
- **CC:** Care Coordinator with MCO is responsible for helping members navigate the health system, ensuring they receive appropriate services, and coordinating across providers to improve outcomes.
- **HIPAA:** Federal law protecting confidentiality of health information.
- **PHI:** Individually identifiable health information related to care or payment.

Takeaway

Engage with the Care Coordinator early and often reduce repeat ED visits and improve outcomes for medically complex individuals.

To the best of the Mortality Review Office's knowledge, the information contained within this document is current as of 12/17/2025. If the reader discovers any broken or inactive hyperlinks, typographical errors, or out-of-date content please send email to mortalityreview@dbhds.virginia.gov.