Aetna Better Health® of Virginia
PO Box 818044
Cleveland OH 44181-8044

Aetna Better Health® of Virginia

60-day Notice of Changes to Mobile Crisis and Community Stabilization
Effective January 1, 2027

Dear Provider:

We are reaching out to inform you of changes to Mobile Crisis and Community Stabilization, as communicated to us by DMAS.

This notification serves as the 60-day notification of these changes. DMAS has let us know that they plan to issue provider bulletins soon.

Mobile Crisis (H2011) changes effective January 1, 2027: DMAS plans to move forward with the reduction in Mobile Crisis Response to 4 hours (16 units) per incident.

Community Stabilization (S9482) will end effective January 1, 2027.

- We will continue to process requests for Community Stabilization for dates of service through December 31, 2026.
- Requests that span the transition period will be reviewed based on DMAS criteria for dates of service through December 31, 2026, and will be denied for dates of service beginning January 1, 2027.
- We will not accept requests for Community Stabilization with a start date of January 1, 2027, or later.
- Providers should work with members to ensure a transition to the appropriate level of care and coordinate with the member's care manager to support continuity of care.

For assistance with care coordination, contact **1-800-279-1878 (TTY: 711)** and request to be connected with Case Management.

Questions?

Contact Provider Services at **1-800-279-1878 (TTY: 711)**.

Aetna Better Health of Virginia