

Recovery Navigation Warmline, Magellan GAP

Age Requirements

22-55

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56-60

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60+

Other Eligibility Criteria

*Ages 21 through 64

*U.S. Citizen or lawfully residing immigrant

*Not eligible for any existing entitlement program (Medicaid, TriCare, Medicare)

*Resident of VA

Household income below 100% of Federal Poverty Level(FPL) (*100%+5% disregard)

*Uninsured

*Does not reside in a nursing home, long-term care facility, mental health facility, or correctional facility

*Screened and meet GAP Serious Mental Illness (SMI) criteria

Family

No

Provider Refer

Yes

Self Refer

Yes

Virginia Department of Medical Assistance Services

<http://www.dmas.virginia.gov>

Main

(800) 424-4520

TTY/TTD

(888) 221-1590

600 East Broad Street,

Suite 1300

23219 VA

United States

Payment Method(s)

Medicaid

Languages Spoken

English

The Department of Medical Assistance Services (DMAS) is the agency that administers Medicaid, the State Children's Health Insurance program (CHIP) and the Governor's Access Plan (GAP) in Virginia. GAP is a new Medicaid plan that will provide limited medical and behavioral healthcare coverage for mental health and substance use disorder services, medical doctor visits, medications, access to a 24-hour crisis line, recovery navigation services, and case management.

Participants in the Governor's Access Plan (GAP) program can now benefit from a new service provided by individuals in recovery. Known as "Recovery Navigation," the program features a warm line which is a telephone number that individuals can call in non-crisis or emergency situations. The focus is on whole health and what is important to the caller – mentally, emotionally, physically and/or spiritually – while offering them hope.

The Recovery Navigators who take the phone calls are individuals who have also accessed services at some point in their own lives, enabling them to get help and get better. They are trained to take calls, and can even meet callers in person for additional support, if they happen to live nearby.

Service Area(s)

Statewide

Email

DMAS-Info@dmass.virginia.gov