



Department of Medical Assistance Services  
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Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID PROVIDER MANUAL UPDATE

TO: All Community Mental Health and Rehabilitation Service Providers MEMO: Update

FROM: Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS) DATE: May 7, 2014

SUBJECT: Update to the Community Mental Health and Rehabilitation Services Provider Manual

The purpose of this memorandum is to update providers on the changes to Chapters 2, 4, 5, 6 and Appendices C and D of the Community Mental Health and Rehabilitation Services Provider Manual. The attached table shows the changes to the manual. Please download the new chapters and appendix to insert into your Provider Manual and retain the attached table.

#### **Amendments to Chapter 2:**

- Acts of Assembly 2011-Behavioral Health Services Administrator (BHSA)
- Recovery and Resiliency
- Cultural and Linguistic Competency
- Appeals
- Moved all staffing requirements from Chapter 4 to Chapter 2

#### **Amendment to Chapter 4:**

- Transportation
- Registration
- Mental Health Skill-building Services as an update to Mental Health Support Services

#### **Amendment to Chapter 5:**

- Registration
- Billing updates through BHSA

#### **Amendment to Chapter 6:**

- Registration
- Service Authorizations through BHSA

#### **Amendment to Appendix C:**

- Service authorization requests through BHSA
- Registration

#### **Amendment to Appendix D:**

- Social media
- Employee bonus/incentives

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The Acts of Assembly directed DMAS to implement a coordinated care model for individuals in need of behavioral health services that are not currently provided through a managed care organization. DMAS released a RFP for a Behavioral Health Services Administrator (BHSA) in December 2011. The contract was awarded to Magellan Health Services in May 2013. Implementation occurred on December 1, 2013. The manual has been updated throughout to reflect that fee-for-service providers under contract with Magellan should consult with Magellan of Virginia on specific procedures, forms and policies related to provider enrollment and credentialing, service authorizations, and claims.

Please review these changes carefully.

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### **COMMONWEALTH COORDINATED CARE**

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at [http://www.dmas.virginia.gov/Content\\_pgs/altc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx) to learn more.

### **MANAGED CARE ORGANIZATIONS**

Many Medicaid recipients are enrolled with one of the Department's contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx).

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

### **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS Web Portal at <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal>. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

**Attached Number of Pages: (1)**

**COMMUNITY MENTAL HEALTH AND REHABILITATION SERVICES  
 PROVIDER MANUAL  
 REVISION CHART  
 May 7, 2014**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter 2	Entire Chapter	Entire Chapter	Entire Chapter	5/7/2014
Chapter 4	Entire Chapter	Entire Chapter	Entire Chapter	5/7/2014
Chapter 5	Entire Chapter	Entire Chapter	Entire Chapter	5/7/2014
Chapter 6	Entire Chapter	Entire Chapter	Entire Chapter	5/7/2014
Appendix C	Entire Appendix	Entire Appendix	Entire Appendix	5/7/2014
Appendix D	Entire Appendix	Entire Appendix	Entire Appendix	5/7/2014

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter 2	Old Chapter 2	New Chapter 2	
Chapter 4	Old Chapter 4	New Chapter 4	
Chapter 5	Old Chapter 5	New Chapter 5	
Chapter 6	Old Chapter 6	New Chapter 6	
Appendix C	Old Appendix C	New Appendix C	
Appendix D	Old Appendix D	New Appendix D	