



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219

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

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All Home and Community Based Waiver Providers, Developmental Disabilities Waiver Support Coordinators, Managed Care Organizations (MCOs) participating in the Virginia Medical Assistance Program, Area Agencies on Aging (AAA), Community Service Boards (CSBs), Local Departments of Social Services, Local Departments of Health, Durable Medical Equipment & Supplies Providers, Screening Teams, and Community Independent Living Centers

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**MEMO:** Special

**DATE:** 6/4/09

**SUBJECT:** Update to Money Follows the Person Appendix of the Waiver Manuals

The purpose of this memorandum is to notify you of revisions to the Money Follows the Person Appendix in the Medicaid home-and-community-based waiver provider manuals to reflect the **removal** of Environmental Modifications and Assistive Technology in the Elderly and Disabled with Consumer Direction (EDCD) and the HIV/AIDS waivers. The attached table outlines the revisions to the manual.

Please download the revised pages to insert in your manual, retain the attached table, and review the changes carefully.

### **REQUESTS FOR DUPLICATE REMITTANCE ADVICES**

In an effort to reduce operating expenditures, requests for duplicate provider remittance advices will no longer be printed and mailed free of charge. Duplicate remittance advices will be processed and sent via secure email. A processing fee for generating duplicate paper remittance advices will be applied to paper requests, effective July 1, 2009.

### **ELIGIBILITY VENDORS**

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability,

and service limits for many service types and procedures are available. For more information on the services that are offered, contact the vendors.

Passport Health Communications, Inc.  
[www.passporthealth.com](http://www.passporthealth.com)  
[sales@passporthealth.com](mailto:sales@passporthealth.com)  
Telephone #: (888) 661-5657

SIEMENS Medical Solutions – Health Services  
Foundation Enterprise Systems/HDX  
[www.hdx.com](http://www.hdx.com)  
Telephone #: (610) 219-2322

Emdeon  
[www.emdeon.com](http://www.emdeon.com)  
Telephone #: (877) 363-3666

### **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same 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.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state 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.

### **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. 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 requested.

### **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information

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with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-newsletter.asp](http://www.dmas.virginia.gov/pr-newsletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

Attached Number of Pages: (1)

**DEPARTMENT OF MEDIAL ASSISTANCE  
DIVISION OF LONG-TERM CARE  
WAIVER MANUALS**

**REVISION CHART  
JUNE 4, 2009**

**SUMMARY OF REVISIONS**

<b>Provider Manuals</b>	<b>MATERIAL REVISED</b>	<b>DISCARD</b>	<b>REVISION DATE</b>	<b>INSERT</b>
AIDS Waiver Case Management  Elderly or Disabled with Consumer-Directed Services (EDCD)  Individual and Family Developmental Disabilities Support (DD)  Technology Assisted Waiver and Private Duty Nursing Services	Money Follows the Person Environmental Modification and Assistive Technology Material in Appendix E	Money Follows the Person Appendix E	6/4/09	New Money Follows the Person Appendix E
Intellectual Disabilities/ Mental Retardation Community Services	Money Follows the Person Environmental Modification and Assistive Technology Material in Appendix C	Money Follows the Person Appendix C	6/4/09	New Money Follows the Person Appendix C