



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Psychiatric Services providers participating in the Virginia Medical Assistance Program, Managed Care Organizations and holders of the Psychiatric Services Provider Manual MEMO: Update

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services DATE: May 21, 2009

SUBJECT: Update to the Psychiatric Services Provider Manual

The purpose of this memorandum is to update providers on the changes to Chapters II, IV, V, VI and Appendix C of the Psychiatric Services Manual. The attached table shows the changes to the manual. Please download the new chapters to insert into your provider manual and retain the attached table.

Amendments to Appendix C provide:

- Clarification to Medicaid Assignment
- Clarification on the process to check if prior authorization is required
- Clarification on criteria in use for substance abuse services
- Clarification on the information required for psychiatric residential treatment authorization
- Confirmation on the information required for treatment foster care case management
- Changes to the process to require prior authorization

Amendments to Chapter II provide:

- Clarification of eligible enrolled providers
- Addition of school psychologist to provider list
- Clarification on physician signature criteria
- Clarification on supervision

Amendments to Chapter IV provide:

- Addition of Medallion and Medallion II carve-out information
- Clarification on the Exhibits available in this chapter
- Clarification on medical record requirements

Psychiatric Residential Treatment Services

- Clarification on the state uniform assessment instrument for CSA cases
- Information on addition of school psychologist as provider of psychiatric and substance abuse services
- Clarification on locality responsibility
- Clarification on acceptable therapeutic interventions
- Clarification on non-reimbursable services

Treatment Foster Care Case Management

- Clarification on face-to-face contacts
- Clarification on duplication of services

Outpatient Psychiatric and Substance Abuse Services

- Clarification on sessions that require prior authorizations
- Clarification on completion of Initial Plan of Care
- Clarification on length of therapy sessions

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- Clarification on non-covered services
- Clarification on substance abuse services assessment
- Clarification on Telemedicine
- Addition of sample therapy notes in the Exhibits
- Addition of DMHMRSAS recommended substance use screening instruments

Amendments to Chapter V provide:

- Clarification on billing procedures

Amendments to Chapter VI provide:

- Clarification on the Utilization Review process

Please review these 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

sales@passporthealth.com

Telephone #: (888) 661-5657

SIEMENS Medical Solutions – Health Services

Foundation Enterprise Systems/HDX

www.hdx.com

Telephone #: (610) 219-2322

Emdeon

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.

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. 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 that are requested.

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“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.

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 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-enewsletter.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)

**PSYCHIATRIC SERVICES MANUAL
REVISION CHART
May 21, 2009**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix C	Appendix C	Entire Section	Appendix C	5/21/2009
Chapter II	Entire Chapter	Entire Chapter	Entire Chapter	5/21/2009
Chapter IV	Entire Chapter	Entire Chapter	Entire Chapter	5/21/2009
Chapter V	Entire Chapter	Entire Chapter	Entire Chapter	5/21/2009
Chapter VI	Entire Chapter	Entire Chapter	Entire Chapter	5/21/2009

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix C	Old Appendix C	New Appendix C	
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	