



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

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Outpatient Rehabilitation and CORF providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the Rehabilitation Provider Manual

MEMO: Update

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

DATE: July 2, 2009

SUBJECT: Update to the Rehabilitation Provider Manual & Billing Changes for Outpatient Rehabilitation Services – Effective July 1, 2009

The purpose of this memorandum is to notify you of changes to the Outpatient Rehabilitation Program and the Rehabilitation Provider Manual, as it relates to billing.

Pursuant to the 2009 Appropriations Act, the Department of Medical Assistance Services (DMAS) will change the way outpatient rehabilitation and Comprehensive Outpatient Rehabilitation Facilities (CORF) providers bill for outpatient rehabilitation services. The billing will move from revenue codes to CPT/HCPCS codes effective 7/1/09.

In addition to budget changes, there are some minor points of clarification that have been added in the attached chapters. Please review the entire manual to ensure compliance with current standards.

Information is also available regarding reimbursement changes for Private Rehabilitation Agencies. For more information, please click on this link: http://www.dmas.virginia.gov/downloads/pdfs/pr-rehab_cng.pdf.

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.

“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-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.

**REHABILITATION MANUAL
REVISION CHART
July 2, 2009**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix D	Appendix D	Entire Section	Appendix C	7/2/2009
Chapter IV	Entire Chapter	Entire Chapter	Entire Chapter	7/2/2009
Chapter V	Entire Chapter	Entire Chapter	Entire Chapter	7/2/2009
Chapter VI	Entire Chapter	Entire Chapter	Entire Chapter	7/2/2009

FILING INSTRUCTIONS

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