



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

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

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

FROM: Patrick W. Finnerty, Director DATE: February 3, 2009
Department of Medical Assistance Services

SUBJECT: Update to Second Edition of the Durable Medical Equipment and Supplies Provider Manual

The purpose of this memorandum is to highlight changes the Department of Medical Assistance Services (DMAS) made to several sections of Appendix B in the “Durable Medical Equipment and Supplies Listing” of the Durable Medical Equipment and Supplies Manual. The changes are based on notification from the Centers for Medicare and Medicaid Services (CMS) that several Healthcare Common Procedural Coding System (HCPCS) codes are being added and/or discontinued or have had updates to pricing. See the bottom of each section for comments on changes to that section.

If providers are unsure of the appropriate code to use for a particular item, one resource is the Noridian site, which is designed to help providers with DME coding. Providers can search by different criteria and also by brand name. The website can be accessed at <https://www.dmepdac.com/dmecsapp/do/search>.

Please note: Appendix B of the Durable Medical Equipment (DME) and Supplies Provider Manual has been updated and is now available on the DMAS website (www.dmas.virginia.gov), or you may contact Commonwealth-Martin to receive a copy of the updated Appendix B.

COMMUNICATION TO DME PROVIDERS

DMAS has designed an email address specifically for providers to email questions about DME to DMAS (dme@dmas.virginia.gov). These questions should pertain to policies, codes, or rates and should not pertain to preauthorizations, as these questions should continue to be directed to the preauthorization contractor, KePRO. See Appendix D of the Medicaid Durable Medical Equipment and Supplies Manual for more information regarding preauthorization.

To subscribe to this email address, send an email to dme@dmas.virginia.gov. On the subject line of the e-mail form, type, “subscribe” (without the quotes). This is an automated system. If you

put anything else on the subject line, you will not be added to the list. Please include “recipient”, “provider”, or “other”, which ever best describes you, in the body of your e-mail. To unsubscribe, send an email to DMAS dme@dmass.virginia.gov. On the subject line of the email form, type, “unsubscribe” (without the quotes).

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. 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 800-884-9730 or 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.dmass.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 Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

804-786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.

Attached Number of Pages: (3)

DURABLE MEDICAL EQUIPMENT AND SUPPLIES MANUAL
REVISION CHART
February 3, 2009

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Appendix B	Orthotics	Entire Section	Entire Section	2/3/09
Appendix B	Traction Equipment	Entire Section	Entire Section	2/3/09
Appendix B	Apnea, Respiratory, Oxygen and Vents	Entire Section	Entire Section	2/3/09
Appendix B	I.V. Service Day Rate, Stands, Needles and Supplies	Entire Section	Entire Section	2/3/09
Appendix B	Feeding Pumps, Nutritional Supplements, Feeding Kits and Tubes Section	Entire Section	Entire Section	2/3/09
Appendix B	Miscellaneous Durable and Expendable Supplies	Entire Section	New Section	2/3/09
Appendix B	Bed, Mattresses and Accessories	Entire Section	Entire Section	2/3/09
Appendix B	Bed pans, Urinals, Incontinence, Catheters and Irrigation Equipment	Entire Section	Entire Section	2/3/09
Appendix B	Bandages, Dressings, Gauze and Tape	Entire Section	Entire Section	2/3/09
Appendix B	Wheelchairs and Accessories	Entire Section	Entire Section	2/3/09
Appendix B	Diabetic Products	Entire Section	Entire Section	2/3/09
Appendix B	Ostomy and Colostomy Pouches and Accessory Supplies	Entire Section	Entire Section	2/3/09
Appendix B	Burn Garments	Entire Section	Entire Section	2/3/09
Appendix B	Canes, Crutches, Walkers	Entire Section	Entire Section	2/3/09

Appendix B	Communications Devices	Entire Section	Entire Section	2/3/09
Appendix B	Decubitus and Ulcer Products	Entire Section	Entire Section	2/3/09
Appendix B	Dry Heat Application TENS, NMES	Entire Section	Entire Section	2/3/09
Appendix B	Elastic Support Items	Entire Section	Entire Section	2/3/09
Appendix B	EPSDT	Entire Section	Entire Section	2/3/09

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Appendix B	Orthotics	Entire New Section	
Appendix B	Traction Equipment	Entire New Section	
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