



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers of Mental Health Clinic Services and Managed Care Organizations (MCOs) participating in the Virginia Medical Assistance Program

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

MEMO: Update

DATE: 8/26/2009

SUBJECT: Update to the Mental Health Clinic Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II, IV, V, VI, & Appendix C of the Mental Health Clinic Provider 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

- Provides information on the Medicaid Assignment.
- Provides clarification on appeals procedures.
- Provides clarification on Managed Care Organization (MCO) enrollment.

Amendments to Chapter II

- Addition of new provider type.
- Provides clarification on supervision requirements.
- Provide clarification on medical records documentation requirements.
- Offers information regarding excluded individuals and entities.

Amendments to Chapter IV

- Provides clarification on MEDALLION and Medallion II programs.
- Provides clarification on medical records requirements.
- Provides clarification on criteria for covered services.
- Provides clarification on specific service limits.
- Provides clarification on non-covered services.
- Addition of screening instruments for substance abuse services to the Exhibits at the end of the chapter.
- Provides clarification on telemedicine.

Amendments to Chapter V

- Provides clarification on timely filing.
- Provides clarification on automated crossover claims processing.

- Provides clarification on billing materials.
- Provides clarification on electronic filing requirements and ClaimCheck.
- Provides clarification on telemedicine and specific service billing.
- Provides clarification on the appeals process.

Amendments to Chapter VI

- Provides clarification on utilization review process.
- Provides clarification on the appeals process.

Please review these changes carefully.

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.

Providers must check the recipient's eligibility via the web-based system or MediCall to verify enrollment in Plan First. The system will have a prompt stating the enrollee has "family planning coverage only". There is not an identifier on the Medicaid card to alert the provider of Plan First enrollment.

ALTERNATE METHODS TO LOOK UP INFORMATION

Starting August 1, 2009, DMAS authorized users will have the additional capability to look up service limits by entering a procedure code with or without a modifier. Any procedure code entered must be part of a current service limit edit to obtain any results. The service limit information returned will pertain to all procedure codes used in that edit and not only for the one procedure code that is entered. This is designed to enhance the current ability to request service limits by Service Type, e.g., substance abuse, home health, etc. Please refer to the appropriate Provider Manual for the specific service limit policies.

"HELPLINE"

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

Attached Number of Pages: (1)

MENTAL HEALTH CLINIC PROVIDER MANUAL

REVISION CHART

August 26, 2009

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II		Entire Chapter	8/26/2009
Chapter IV	Chapter IV		Entire Chapter	8/26/2009
Chapter V	Chapter V		Entire Chapter	8/26/2009
Chapter VI	Chapter VI		Entire Chapter	8/26/2009
Appendix C	Appendix C		Entire Section	8/26/2009

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
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	
Appendix C	Appendix C	New Appendix C	