



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

<http://www.dmas.virginia.gov>

MEDICAID Bulletin

TO: Personal Care, Respite Care, Companion Services, Home Health Providers, Services Facilitation Providers, and MCOs

FROM: Karen Kimsey, Director
Department of Medical Assistance Services (DMAS)

DATE: 8/14/2020

SUBJECT: Electronic Visit Verification Required September 1, 2020

As discussed in the Medicaid Memo dated June 11, 2020, DMAS will require Electronic Visit Verification (EVV) for individuals receiving personal care, respite care, and companion services on September 1, 2020. The Department of Medical Assistance Services (DMAS) launched EVV on October 1, 2019. DMAS provided a transition period through August 31, 2020, for agency-directed services provided through fee for service, Commonwealth Coordinated Care Plus (CCC Plus), and Medallion 4.0 managed care plans. Consumer-directed service EVV requirements remain unchanged.

Until August 31, 2020, DMAS will pay EVV claims, but provide error codes on EVV reporting requirements that do not fully comply. On September 1, 2020, claims with error codes will be denied payment. Please ensure your EVV system meets the claim requirements.

If the EVV service is provided in a Department of Behavioral Health and Developmental Services (DBHDS) licensed facilities, such as a group home, sponsored residential home, supervised living, supported living or similar licensed facility, the REACH Program, or in a school setting where the personal care is rendered under the authority of an Individualized Education Program (IEP). The Commonwealth Coordinated Care Plus Waiver Manual, Chapter V, page 3, or the EPSDT (Personal Care Services) Supplement B, page 23, provides information on how to bill claims provided in these settings. Providers **MUST** use a modifier of UB in association with the agency directed service procedure code when the service is provided in an exempt setting. The modifier will exempt the claim from the additional reporting requirements.

Additional information on EVV is available at the following link: <http://www.dmas.virginia.gov/#/longtermprograms>. Please email EVV@dmas.virginia.gov with any questions.

PROVIDER CONTACT INFORMATION & RESOURCES	
<p>Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p>	<p>www.viriniamedicaid.dmas.virginia.gov</p>
<p>Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p>	<p>1-800-884-9730 or 1-800-772-9996</p>
<p>KEPRO Service authorization information for fee-for-service members.</p>	<p>https://dmas.kepro.com/</p>
<p>Managed Care Programs Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.</p>	
<p>Medallion 4.0</p>	<p>http://www.dmas.virginia.gov/#/med4</p>
<p>CCC Plus</p>	<p>http://www.dmas.virginia.gov/#/cccplus</p>
<p>PACE</p>	<p>http://www.dmas.virginia.gov/#/longtermprograms</p>
<p>Magellan Behavioral Health Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p>	<p>www.MagellanHealth.com/Provider For credentialing and behavioral health service information, visit: www.magellanofvirginia.com, email: VAProviderQuestions@MagellanHealth.com, or call: 1-800-424-4046</p>
<p>Provider HELPLINE Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.</p>	<p>1-804-786-6273 1-800-552-8627</p>
<p>Aetna Better Health of Virginia</p>	<p>www.aetnabetterhealth.com/virginia 1-800-279-1878</p>
<p>Anthem HealthKeepers Plus</p>	<p>www.anthem.com/vamedicaid 1-800-901-0020</p>
<p>Magellan Complete Care of Virginia</p>	<p>www.MCCofVA.com 1-800-424-4518 (TTY 711) or 1-800-643-2273</p>
<p>Optima Family Care</p>	<p>1-800-881-2166</p>
<p>United Healthcare</p>	<p>www.Uhccommunityplan.com/VA and www.myuhc.com/communityplan 1-844-752-9434, TTY 711</p>
<p>Virginia Premier</p>	<p>1-800-727-7536, TTY 711</p>