



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

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All Providers Participating in the Virginia Medical Assistance Program, Magellan of Virginia and Managed Care Organizations

**MEMO:** Update

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**DATE:** 6/30/2017

**SUBJECT:** Addition of the Peer Services Supplement to the Addiction Recovery and Treatment Services (ARTS) Manual, Residential Treatment Services Manual, Community Mental Health and Rehabilitative Services (CMHRS) Manual, Psychiatric Services Manual, Mental Health Clinic Manual, and Hospital Manual

The purpose of this memorandum is to update providers on the changes to the following DMAS Provider Manuals: 1) Addiction Recovery and Treatment Services (ARTS) Manual, 2) Residential Treatment Services Manual, 3) Community Mental Health and Rehabilitative Services (CMHRS) Manual, 4) Psychiatric Services Manual, 5) Mental Health Clinic Manual, and 6) Hospital Manual. Medicaid reimbursement for Peer Support Services and Family Support Partners will be available as of July 1, 2017. The addition of Peer Support Services to existing comprehensive behavioral health and substance use treatment services will facilitate recovery from even the most serious mental health and substance use disorders. Peer Support Services are needed to ensure the success of Virginia's health care delivery system that will save lives, improve member outcomes, and decrease costs.

Peer support providers are self-identified individuals who are in successful and ongoing recovery from mental health and/or substance use disorders. Peer support providers shall be sufficiently trained and certified to deliver services. Peer Support Services are delivered by peers (trained/certified individuals with lived experience with mental health and/or substance use disorders) who have been successful in the recovery process and can extend the reach of treatment beyond the clinical setting into an individual's community to support and assist a member with staying engaged in the recovery process. Peer Support Services shall target individuals 21 years or older with mental health or substance use disorder or co-occurring mental health and substance use disorders. A Peer Support service called Family Support Partners shall be provided to individuals under the age of 21 who have a mental health or substance use disorder or co-occurring mental health and substance use disorders which are the focus of the support with their caregiver. Peer Support Services will be added to the full continuum of Addiction Recovery and Treatment Services (ARTS), Community Mental Health Rehabilitative Services, Inpatient and Outpatient Psychiatric Services, Psychiatric Residential Treatment Services for Children and Adolescents, Emergency Departments, and Pharmacies. Information about Peer Support Services and Family Support

Partners and detailed program requirements are available in the Peer Services Supplement to the following DMAS Provider Manuals: 1) Addiction Recovery and Treatment Services (ARTS) Manual, 2) Residential Services Manual, 3) Community Mental Health and Rehabilitative Services (CMHRS) Manual, 4) Psychiatric Services Manual, 5) Mental Health Clinic Manual, and 6) Hospital Manual. The revisions can be accessed through the DMAS Medicaid Portal under Provider Services/Provider Manuals at: <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal>.

The program requirements covered in the Peer Services Supplement includes:

- Purpose and Background
- Service Definitions
- Provider Participation and Setting Requirements
- Medical Necessity
- Documentation of Required Activities
- Limitations

Please review these requirements carefully.

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#### **MAGELLAN BEHAVIORAL HEALTH OF VIRGINIA (Behavioral Health Services Administrator)**

Providers of behavioral health services may check member eligibility, claims status, check status, service limits, and service authorizations by visiting [www.MagellanHealth.com/Provider](http://www.MagellanHealth.com/Provider). If you have any questions regarding behavioral health services, service authorization, or enrollment and credentialing as a Medicaid behavioral health service provider please contact Magellan Behavioral Health of Virginia toll free at 1-800-424-4046 or by visiting [www.magellanofvirginia.com](http://www.magellanofvirginia.com) or submitting questions to [VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com).

#### **MANAGED CARE PROGRAMS**

Most Medicaid individuals are enrolled in one of the Department's managed care programs: Medallion 3.0, Commonwealth Coordinated Care (CCC), 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/PACE provider may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the individual's managed care plan/PACE provider directly.

Contact information for managed care plans/PACE providers can be found on the DMAS website for each program as follows:

- Medallion 3.0:  
[http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx)
- Commonwealth Coordinated Care (CCC):  
[http://www.dmas.virginia.gov/Content\\_pgs/mmfa-isp.aspx](http://www.dmas.virginia.gov/Content_pgs/mmfa-isp.aspx)
- Commonwealth Coordinated Care Plus (CCC Plus):  
[http://www.dmas.virginia.gov/Content\\_pgs/mltss-proinfo.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-proinfo.aspx)
- Program of All-Inclusive Care for the Elderly (PACE):  
[http://www.dmas.virginia.gov/Content\\_atchs/lc/WEB%20PAGE%20FOR%20PACE%20Sites%20in%20VA.pdf](http://www.dmas.virginia.gov/Content_atchs/lc/WEB%20PAGE%20FOR%20PACE%20Sites%20in%20VA.pdf)

**COMMONWEALTH COORDINATED CARE PLUS**

Commonwealth Coordinated Care Plus is a required managed long term services and supports program for individuals who are either 65 or older or meet eligibility requirements due to a disability. The program integrates medical, behavioral health, and long term services and supports into one program and provides care coordination for members. The goal of this coordinated delivery system is to improve access, quality and efficiency. Please visit the website at: [http://www.dmas.virginia.gov/Content\\_pgs/mltss-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx).

**VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Conduent Government Healthcare Solutions Support Help desk toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar 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.

**KEPRO PROVIDER PORTAL**

Providers may access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

**"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on 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.

**TO ALL MEDICAID PROVIDERS: PROVIDER APPEAL REQUEST FORM NOW AVAILABLE**

There is now a form available on the DMAS website to assist providers in filing an appeal with the DMAS Appeals Division. The link to the page is [http://www.dmas.virginia.gov/Content\\_pgs/appeal-home.aspx](http://www.dmas.virginia.gov/Content_pgs/appeal-home.aspx) and the form can be accessed from there by clicking on, "Click here to download a Provider Appeal Request Form." The form is in PDF format and has fillable fields. It can either be filled out online and then printed or downloaded and saved to your business computer. It is designed to save you time and money by assisting you in supplying all of the necessary information to identify your area of concern and the basic facts associated with that concern. Once you complete the form, you can simply print it and attach any supporting documentation you wish, and send to the Appeals Division by means of the United States mail, courier or other hand delivery, facsimile, electronic mail, or electronic submission supported by the Agency.