



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

MEDICAID MEMO

TO: All Durable Medical Equipment (DME) and Supplies providers participating in the Virginia Medical Assistance Program and Managed Care Organizations providing services to Virginia Medicaid recipients

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

MEMO Special

DATE 4/15/2004

SUBJECT: Durable Medical Equipment (DME) Appendix B Information

The purpose of this memorandum is to provide you with updated information regarding Appendix B of the Durable Medical Equipment (DME) Manual. The Department of Medical Assistance Services (DMAS) would also like to apologize for the recent confusion that Durable Medical Equipment (DME) companies experienced with the release of the incorrect Appendix B dated March 19, 2004. DME providers play an invaluable role in the lives of many Medicaid recipients and DMAS truly appreciates your patience as we resolve this issue. The immediate outcome is that DMAS has made the necessary changes to Appendix B, including the conversion of the national codes and rates. DMAS recognizes the adverse affect this has had on DME providers, and as a result, we have programmed the MMIS to pay the April 2004 rates for national codes retroactive to dates of service on or after January 1, 2004. Although we know this will not completely remove the burden on the part of providers, we hope this will be the first step in showing the provider community that DMAS is committed to making this process a success.

Please Note: Appendix B of the DME Manual has been updated and is now available on the DMAS website (www.dmas.virginia.gov) to be downloaded or you may contact Commonwealth-Martin to receive your copy of the updated Appendix B. Also, please refer to the March 19, 2004, Manual Update Transmittal for further DME billing information (such as rates, multiple services and miscellaneous codes, DME modifiers, Certificates of Medical Necessity (CMN), adjustments to previously paid claims, and rolling month edits).

For those providers who have received an advanced payment, DMAS has agreed not to attempt to collect the repayment for these advances until the MMIS is paying appropriately for DME services. A written notice will be sent to affected providers to alert them that the MMIS problems have been corrected and will give providers adequate time to resubmit claims before advance payments are collected.

As you know, the DME Appendix B is the instrument used to relay code and service coverage information to DME providers. DMAS is committed to updating this document and the MMIS on a quarterly basis to ensure that national codes and rates are current and to avoid a similar situation in the future.

Communication to DME Providers

DMAS has designed an email address specifically for DME questions dme@dmavirginia.gov. Providers will be able to email questions about DME to DMAS. 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, WVMI at 1-800-299-9864.

In the future, DMAS will be able to alert providers to changes to Appendix B via the DMAS ListServe. The ListServe is a real time solution to notifications and will allow providers to have complete, up to date information without waiting for mailings. To subscribe, send an e-mail to dme@dmavirginia.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@dmavirginia.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.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view 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 these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

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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:

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

Please remember that the "HELPLINE" is for provider use only.