



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

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Community Mental Health Providers and Managed Care
Organizations participating in the FAMIS Program

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

MEMO Special

DATE 5/25/2004

SUBJECT: Billing Alert – Processing of Certain Community Mental Health
Services covered under FAMIS

The purpose of this memo is to notify you of processing changes for certain Community Mental Health Services covered under FAMIS. Effective immediately, claims for Intensive In-Home Children/Adolescents, Day Treatment for Children, Crisis Intervention Mental Health, Case Management, and Targeted Mental Health Services, should be submitted to First Health Services Corporation (FHSC) for processing, instead of to Alisa Amos of the Department of Medical Assistance Services (DMAS) Customer Services Section, as previously indicated in the July 25, 2003, Medicaid Memo titled: Community Mental Health Services FAMIS Coverage. CMS-1500 claim forms submitted with the following procedure codes should be sent to FHSC immediately:

<u>Procedure Code</u>	<u>Modifier</u>	<u>Description</u>
H2021		Intensive In-Home for Children/Adolescents
H0035	HA	Day Treatment for Children
H2011		Crisis Intervention Mental Health
T1017		Case Management, Targeted Mental Health

Beginning May 14, 2004, all claims that are sent to the DMAS Customer Services Unit will be forwarded to FHSC. After June 16, 2004, all claims received by the DMAS Customer Services Unit will be returned to the Provider. Please mail claims to:

Department of Medical Assistance Services - Practitioner
P.O. Box 27444
Richmond, Virginia 23261-7444

Please refer to the Community Health Rehabilitative Services Provider Manual for service descriptions, limitations and billing instructions. As stated in our July 25, 2003, Medicaid

Memo, enrolled providers must render these services. DMAS will pay for these services for FAMIS enrollees whether or not the enrollee is in a Managed Care Organization (MCO). MCOs are not responsible for paying for the Community Mental Health services listed above. However, the MCO must cover transportation and pharmaceutical services related to the delivery of these services.

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”

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.