



Last Updated: 12/27/2023

## Consumer Directed and Agency Directed Personal Care, Respite Care, and Companion Care Update Effective May 1, 2021

The purpose of this bulletin is to inform providers that in accordance with Item 313 #SSSS.2 of the 2021 Virginia Acts of Assembly, rates for Consumer Directed and Agency Directed Personal Care, Respite Care, and Companion Care rates will increase by 6.4%, effective May 1, 2021. The new rates for the services are indicated in the tables below.

<b>Agency Directed</b>			
Procedure Code	Service Description	Location	Rates Effective 05/01/2021
T1019	Personal Care	NOVA	\$18.02
T1019	Personal Care	ROS	\$15.31
T1005	Respite Care	NOVA	\$18.02
T1005	Respite Care	ROS	\$15.31
S5135	Companion Care	NOVA	\$18.02
S5135	Companion Care	ROS	\$15.31

<b>Consumer Directed</b>			
Procedure Code	Service Description	Location	Rates Effective 05/01/2021
S5126	Personal Care	NOVA	\$13.60
S5126	Personal Care	ROS	\$10.50
S5150	Respite Care	NOVA	\$13.60
S5150	Respite Care	ROS	\$10.50
S5136	Companion Care	NOVA	\$13.60
S5136	Companion Care	ROS	\$10.50

### **Personal Care Rates Effective May 1, 2021**

The rates effective May 1, 2021 are posted on the DMAS website at <http://www.dmas.virginia.gov/#/longtermwaivers>. Corrections or revisions will be noted at the bottom of the official rate sheet. If you have any questions regarding personal care rates please contact Sara Benoit at [Sara.Benoit@dmas.virginia.gov](mailto:Sara.Benoit@dmas.virginia.gov) or (804) 786-3673.

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### **PROVIDER CONTACT INFORMATION & RESOURCES**



# MEDICAID BULLETIN

<p><b>Virginia Medicaid Web Portal Automated Response System (ARS)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p>	<p><a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a></p>
<p><b>Medicall (Audio Response System)</b> 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><b>KEPRO</b> Service authorization information for fee-for-service members.</p>	<p><a href="https://dmas.kepro.com/">https://dmas.kepro.com/</a></p>
<p><b>Provider Appeals</b> DMAS is launching an appeal portal in late May 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.</p>	<p><a href="https://www.dmas.virginia.gov/#/appealsresources">https://www.dmas.virginia.gov/#/appealsresources</a></p>
<p><b>Managed Care Programs</b> 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><b>Medallion 4.0</b></p>	<p><a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a></p>
<p><b>CCC Plus</b></p>	<p><a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a></p>
<p><b>PACE</b></p>	<p><a href="http://www.dmas.virginia.gov/#/longtermprograms">http://www.dmas.virginia.gov/#/longtermprograms</a></p>
<p><b>Magellan Behavioral Health</b> Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p>	<p><a href="http://www.MagellanHealth.com/Provider">www.MagellanHealth.com/Provider</a> For credentialing and behavioral health service information, visit: <a href="http://www.magellanofvirginia.com">www.magellanofvirginia.com</a>, email: <a href="mailto:VAProviderQuestions@MagellanHealth.com">VAProviderQuestions@MagellanHealth.com</a>, or Call: 1-800-424-4046</p>

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<https://dmas.virginia.gov>

# MEDICAID BULLETIN

<p><b>Provider HELPLINE</b>          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><a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a>          1-800-279-1878</p>
<p>Anthem HealthKeepers Plus</p>	<p><a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a> 1-800-901-0020</p>
<p>Magellan Complete Care of Virginia</p>	<p><a href="http://www.MCCofVA.com">www.MCCofVA.com</a>          1-800-424-4518 (TTY 711) or 1-800-643-2273</p>
<p>Optima Family Care</p>	<p>1-800-881-2166 <a href="http://www.optimahealth.com/medicaid">www.optimahealth.com/medicaid</a></p>
<p>United Healthcare</p>	<p><a href="http://www.uhcommunityplan.com/VA">www.uhcommunityplan.com/VA</a> and  <a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a> 1-844-752-9434,          TTY 711</p>
<p>Virginia Premier</p>	<p>1-800-727-7536 (TTY: 711),  <a href="http://www.virginiapremier.com">www.virginiapremier.com</a></p>