https://dmas.virginia.gov

## MEDICAID MEMO

Last Updated: 07/08/2022

## COVID-19 Payment Increase for Medallion 4 Providers of Certain Evaluation and Management Codes

The purpose of this memo is to inform you that the Department of Medical Assistance Services (DMAS) has directed all Medallion 4.0 Managed Care Organizations (MCOs) to provide MCO contracted physicians and non-physician professional providers who provided Evaluation and Management (E&M) services between March 1, 2020 and June 30, 2020 a temporary uniform payment increase of 29% for these services. The directed payment is a temporary relief payment for Medallion 4.0 in-network physicians and participating non-physician professional providers who provided E&M services within the CPT procedure code range of 99200 through 99499 to Medicaid Medallion 4.0 members during the COVID-19 pandemic. No additional funding will be provided by DMAS to the MCOs for this temporary increase.

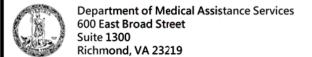
DMAS is currently working with the Medallion 4.0 MCOs to develop a plan to adjust the impacted claims and pay providers by October 31, 2020. Providers should not resubmit claims to the MCO. Network providers should direct questions about MCO directed payments to their contracted MCOs. MCO operational processes for these changes may vary from MCO to MCO.

The CMS guidance document providing authority for this temporary adjustment can be found at <a href="https://www.medicaid.gov/sites/default/files/Federal-Policy-Guidance/Downloads/cib051420.pdf">https://www.medicaid.gov/sites/default/files/Federal-Policy-Guidance/Downloads/cib051420.pdf</a>.

This directive does not apply to CCC Plus claims incurred during this period. Certain CCC Plus providers previously received a directed payment as a result of the COVID-19 pandemic.

DMAS will issue additional information regarding the implementation of this policy as it is developed.

PROVIDER CONTACT INFORMATION & RESOURCES		
Virginia Medicaid Web Portal		
<b>Automated Response System</b>		
(ARS)		
Member eligibility, claims status,	www.virginiamedicaid.dmas.virginia.gov	
payment status, service limits,		
service authorization status, and		
remittance advice.		
Medicall (Audio Response		
System)		
Member eligibility, claims status,	1-800-884-9730 or 1-800-772-9996	
payment status, service limits,	1-000-004-9730 01 1-000-772-9990	
service authorization status, and		
remittance advice.		



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Service authorization information for fee-for-service members.

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## **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.

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Medallion 4.0	http://www.dmas.virginia.gov/#/med4	
CCC Plus	http://www.dmas.virginia.gov/#/cccplus	
PACE	http://www.dmas.virginia.gov/#/longtermprograms	
Magellan Behavioral Health	www.MagellanHealth.com/Provider	
Behavioral Health Services	For credentialing and behavioral health service	
Administrator, check eligibility,	<u>information, visit:</u>	
claim status, service limits, and	www.magellanofvirginia.com, email:	
service authorizations for fee-for-	VAProviderQuestions@MagellanHealth.com,or	
service members.	Call: 1-800-424-4046	
Provider HELPLINE		
Monday-Friday 8:00 a.m5:00 p.m.	1-804-786-6273	
For provider use only, have	1-800-552-8627	
Medicaid Provider ID Number	1-000-332-0027	
available.		
Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia	
	1-800-279-1878	
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid	
	1-800-901-0020	
Magellan Complete Care of Virginia	www.MCCofVA.com	
	1-800-424-4518 (TTY 711) or 1-800-643-2273	
Optima Family Care	1-800-881-2166	
United Healthcare	www.Uhccommunityplan.com/VA	
	and <u>www.myuhc.com/communityplan</u>	
	1-844-752-9434, TTY 711	
Virginia Premier	1-800-727-7536 (TTY: 711),	