



Last Updated: 07/13/2022

## COVID-19 Flexibility Updates Through July 20, 2021

This memo sets out interim guidance from the Department of Medical Assistance Services (DMAS) to extend federal authorities that allow regulatory flexibilities to providers during the public health emergency (PHE) presented by COVID-19.

The PHE was recently extended until July 20, 2021. Each of the flexibilities extended in the March 5, 2021 memo (available here) are now extended until July 20, 2021. Normal DMAS policies and procedures are in effect for any flexibilities not discussed in the March 5, 2021 memo.

By law, a PHE is limited to a 90-day period however, in a letter to state Governors, President Biden indicated that the PHE "will likely remain in play for the entirety of 2021." Moreover, states were assured in this letter that the U.S. Department of Health and Human Services will provide states with 60 days' notice prior to making the decision to terminate the PHE or let it expire.

As more information is received on the federal and state public health emergencies, DMAS will provide additional updates through future memos. Providers are encouraged to frequently access the DMAS website to check the central COVID-19 response page for both frequently asked questions (FAQs) and guidance regarding these flexibilities, as well as ongoing flexibilities for behavioral health and addiction recovery treatment services, at <http://www.dmas.virginia.gov/#/emergencywaiver>.

For additional questions about this memo or other COVID-19 related issues, the agency has created a centralized point of access for submission at <http://dmas.virginia.gov/contactforms/#/general> Questions may also be submitted to [COVID-19@dmas.virginia.gov](mailto:COVID-19@dmas.virginia.gov)

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| <b>PROVIDER CONTACT INFORMATION &amp; RESOURCES</b>  |  |
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| <b>Virginia Medicaid Web Portal Automated Response System (ARS)</b><br>Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. | <b>Visit:</b> <a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a> |
| <b>Medicall (Audio Response System)</b><br>Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.                             | <b>Call:</b> 1-800-884-9730, or 1-800-772-9996   |



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| <p><b>KEPRO</b><br/>Service authorization information for fee-for-service members.</p>   | <p><b>Visit:</b> <a href="https://dmas.kepro.com/">https://dmas.kepro.com/</a></p>  |
| <p><b>Managed Care Programs</b><br/>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><b>Visit:</b> <a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a></p>  |
| <p><b>CCC Plus</b></p>   | <p><b>Visit:</b> <a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a></p>  |
| <p><b>PACE</b></p>   | <p><b>Visit:</b> <a href="http://www.dmas.virginia.gov/#/longtermprograms">http://www.dmas.virginia.gov/#/longtermprograms</a></p>  |
| <p><b>Magellan Behavioral Health</b><br/>Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p>  | <p><b>Visit:</b> <a href="http://www.magellanhealth.com/Provider">http://www.magellanhealth.com/Provider</a><br/>For credentialing and behavioral health service information:<br/><b>Visit:</b> <a href="http://www.magellanofvirginia.com">www.magellanofvirginia.com</a><br/><b>Email:</b> <a href="mailto:VAProviderQuestions@MagellanHealth.com">VAProviderQuestions@MagellanHealth.com</a><br/><b>Call:</b> 1-800-424-4046</p> |
| <p><b>Provider HELPLINE</b><br/>Monday-Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.</p>   | <p><b>Call:</b> 1-804-786-6273, or<br/>1-800-552-8627</p>   |
| <p>Aetna Better Health of Virginia</p>   | <p><b>Visit:</b> <a href="http://www.aetnabetterhealth.com/virginia">www.aetnabetterhealth.com/virginia</a><br/><b>Call:</b> 1-800-279-1878</p>   |
| <p>Anthem HealthKeepers Plus</p>   | <p><b>Visit:</b> <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>, or<br/><b>Call:</b> 1-800-901-0020</p>   |
| <p>Magellan Complete Care of Virginia</p>  | <p><b>Visit:</b> <a href="http://www.MCCofVA.com">www.MCCofVA.com</a><br/><b>Call:</b> 1-800-424-4518 (TTY 711), or<br/>1-800-643-2273</p>  |
| <p>Optima Family Care</p>  | <p><b>Call:</b> 1-800-881-2166 <a href="http://www.optimahealth.com/medicaid">www.optimahealth.com/medicaid</a></p>   |
| <p>United Healthcare</p>   | <p><b>Visit:</b> <a href="http://www.uhcommunityplan.com/VA">www.uhcommunityplan.com/VA</a>, or<br/><a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a><br/><b>Call:</b> 1-844-752-9434, TTY 711</p>   |
| <p>Virginia Premier</p>  | <p><b>Call:</b> 1-800-727-7536 (TTY: 711),<br/><a href="http://www.virginiapremier.com">www.virginiapremier.com</a></p>   |