https://dmas.virginia.gov

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Last Updated: 06/14/2023

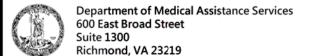
Updates to Chapter IV, VI, and Appendix H of the Mental Health Services Manual

The purpose of this memorandum is to notify providers of changes to Chapter IV and Appendix H, Community Mental Health Rehabilitative Services (CMHRS), of the Mental Health Services Manual.

This manual update includes the following changes:

- All behavioral health specific documentation and utilization review requirements have been moved from Chapter VI to Chapter IV. General documentation and utilization review requirements for all Medicaid providers remain in Chapter VI.
- A requirement has been added that start and end times be included on progress notes that document the amount of time that services are provided.
- Documentation requirements for Psychosocial Rehabilitation and Mental Health Skill-Building Services (MHSS) have been moved from Chapter VI to Appendix H.

PROVIDER CONTACT INFORMATION & RESOURCES		
Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	https://vamedicaid.dmas.virginia.gov/	
Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996	
KEPRO Service authorization information for fee-for-service members.	https://dmas.kepro.com/	



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Provider Appeals

DMAS launched an appeals portal in 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.

https://www.dmas.virginia.gov/appeals/

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.

CCC Plus PACE Magellan Behavioral Health Behavioral Health Services Administrator, check eligibility,	tp://www.dmas.virginia.gov/#/med4 tp://www.dmas.virginia.gov/#/cccplus tp://www.dmas.virginia.gov/#/longtermprograms
PACE Magellan Behavioral Health Behavioral Health Services Administrator, check eligibility, vis	tp://www.dmas.virginia.gov/#/longtermprograms
Magellan Behavioral HealthwwwBehavioral Health ServicesFormulaAdministrator, check eligibility,vis	· · · · · · · · · · · · · · · · · · ·
Behavioral Health Services Administrator, check eligibility, vis	
Administrator, check eligibility, <u>vis</u>	<u>ww.MagellanHealth.com/Provider</u>
	r credentialing behavioral health service information,
l	<u>sit:</u>
claim status, service limits, and ww	ww.magellanofvirginia.com, email:
	<u> AProviderQuestions@MagellanHealth.com,or</u>
service members. Ca	all: 1-800-424-4046
In-	-State: 804-270-5105
Provider Enrollment Ou	ut of State Toll Free: 888-829-5373
Em	nail:
<u> VA</u>	AMedicaidProviderEnrollment@gainwelltechnologies.com
Provider HELPLINE	
Monday-Friday 8:00 a.m5:00	804-786-6273
I n m For nrovidar lica only hava I	800-552-8627
Medicaid Provider ID Number	000-332-0027
available.	
Aetna Better Health of Virginia ww	ww.aetnabetterhealth.com/Virginia
l	-855-270-2365
	-866-386-7882 (CCC+)
· · · · · · · · · · · · · · · · · · ·	ww.anthem.com/vamedicaid
	833-207-3120
	833-235-2027 (CCC+)
l	800-424-4524 (CCC+)
	800-424-4518 (M4)
, , , , , , , , , , , , , , , , , , , ,	800-643-2273
1-8	844-374-9159 (CCC+)
	ww.optimahealth.com/medicaid
United Healthcare ww	ww.Uhccommunityplan.com/VA
	ww.myuhc.com/communityplan
	844-284-0149
	855-873-3493 (CCC+)
Virginia Premier 1-8	800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>
Dental Provider 1-8	888-912-3456
DentaQuest	