



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

<http://www.dmas.virginia.gov>

MEDICAID MEMO

TO: All Providers of Personal Care, Attendant/Aide Care, Respite Care, and Companion Care Services for the Early Periodic Screening, and Diagnosis and Treatment (EPSDT), Developmental Disability Waivers, Commonwealth Coordinated Care Plus Waiver programs

FROM: Karen Kimsey, Director
Department of Medical Assistance Services (DMAS)

DATE: TBD

SUBJECT: One-time COVID-19 Support Payment for Attendant/Aides

The purpose of this memorandum is to notify providers of Personal Care, Respite, and Companion Services regarding a one-time COVID-19 support payment for agency-directed aides and consumer-directed attendants.

On August 10, 2021, the General Assembly of Virginia approved House Bill 7001 authorizing the Department of Medical Assistance Services (DMAS) to provide a one-time COVID-19 support payment to aides and attendants who provided agency-directed or consumer-directed (CD) personal care (T1019, S5126), respite care (T1005, S5150), or companion care services (S5136) for Medicaid members during the first quarter of the State Fiscal Year 2022 (July 1, 2021 – September 30, 2021). Qualifying services are those provided through the Early Periodic Screening, Diagnosis and Treatment (EPSDT) benefit, Developmental Disability Waivers, or the Commonwealth Coordinated Care Plus Waiver.

To receive the one-time support payment, agency providers will need to submit claims no later than November 19, 2021. Claims submitted after November 19, 2021, will not be considered for the one-time payment. CD payments will be made through the member's respective Fiscal/Employer Agent. CD attendant work hours for the first quarter of SFY 22 must be submitted, approved, and paid no later than November 19, 2021, for the attendant to receive the one-time payment.

Personal Care Agencies

DMAS or its contracted agent will access provider claims data to determine the aides that provided service during the eligibility period. DMAS/contracted agent will provide each agency with a roster of its eligible aide staff. To ensure one payment is made to the aides, the provider agency shall review the roster and provide the social security numbers for each eligible aide within seven (7) calendar days of the request. The social security number is the unique identifier that will be used to identify aides that may have provided services for more than one agency or through consumer direction. The employee information provided to DMAS/Contractor is considered confidential personally identifiable information (PII) and appropriate safeguards will be established to ensure the security of the information.

Providers will receive from DMAS/Contractor a final roster that includes all aides for whom the agency will be responsible for dispersing the payment. Additional guidance will be provided with details and instructions on how the agency provider will receive and return the aide roster.

Each provider agency will receive funds from DMAS or an MCO to provide the \$1,000 payment to each of the aides included in the final roster. The agency shall be responsible for providing the payment directly to the aides withholding any applicable payroll taxes. Funds to support the provider agency in the payment of employer taxes and administrative costs will be added to each payment. All payments are subject to future audits.

Payment Delivery

DMAS anticipates the distribution of payments to be made in January 2022.

DMAS will provide additional information as it is available to further clarify the process. DMAS will post information on the DMAS website: PENDING

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.	www.virginiamedicaid.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/

<p>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.</p>	<p>https://www.dmas.virginia.gov/appeals/</p>
<p>Managed Care Programs Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). 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>Medallion 4.0</p>	<p>http://www.dmas.virginia.gov/#/med4</p>
<p>CCC Plus</p>	<p>http://www.dmas.virginia.gov/#/cccplus</p>
<p>PACE</p>	<p>http://www.dmas.virginia.gov/#/longtermprograms</p>
<p>Magellan Behavioral Health Behavioral Health Services Administrator checks eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p>	<p>www.MagellanHealth.com/Provider For credentialing and behavioral health service information, visit: www.magellanofvirginia.com, email: VAProviderQuestions@MagellanHealth.com, or Call: 1-800-424-4046</p>
<p>Provider HELPLINE 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>www.aetnabetterhealth.com/Virginia 1-800-279-1878</p>
<p>Anthem HealthKeepers Plus</p>	<p>www.anthem.com/vamedicaid 1-800-901-0020</p>
<p>Magellan Complete Care of Virginia</p>	<p>www.MCCofVA.com 1-800-424-4518 (TTY 711) or 1-800-643-2273</p>
<p>Optima Family Care</p>	<p>1-800-881-2166 www.optimahealth.com/medicaid</p>
<p>United Healthcare</p>	<p>www.Uhcommunityplan.com/VA and www.myuhc.com/communityplan 1-844-752-9434, TTY 711</p>
<p>Virginia Premier</p>	<p>1-800-727-7536 (TTY: 711), www.virginiapremier.com</p>