



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

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

MEDICAID MEMO

TO: Addiction and Recovery Treatment Service Providers, Managed Care Organizations (MCOs), and Magellan of Virginia Participating in the Virginia Medical Assistance Program

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

MEMO: Special
DATE: TBD

SUBJECT: Changes to the Service Delivery Hour Requirements for Addiction and Recovery Treatment Services (ARTS) Intensive Outpatient Services (IOPs): Effective March 5, 2020

The purpose of this memorandum is to notify providers of changes made to the ARTS regulations (12VAC30-130-5090) effective March 5, 2020. Specifically, DMAS changed the intensive outpatient services requirements (American Society of Addiction Medicine Level 2.1) to clarify that providers must offer a minimum of three service hours per service day for adults to achieve an *average* of nine to 19 hours of services per week for adults and a minimum of two service hours per service day for children and adolescents to achieve an *average* of six to 19 hours of services per week. The changes were made to align with the Mental Health Parity and Addiction Equity Act (MHPAEA), which requires that any limitations applied to mental health/substance use disorder benefits be no more restrictive than the limitations applied to medical/surgical benefits.

These changes will be reflected in the next ARTS Provider Manual update.

PROVIDER CONTACT INFORMATION & RESOURCES

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| <p>Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p> | <p>www.virginiamedicaid.dmas.virginia.gov</p> |
| <p>Medicall (Audio Response System) 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> |

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| <p>KEPRO Service authorization information for fee-for-service members.</p> | <p>https://dmas.kepro.com/</p> |
| <p>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.</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, check 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</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),</p> |