

Provider Notice

This communication clarifies guidelines for timeliness requirements for service request submissions related to office closings for holidays and inclement weather. Providers should follow both the Virginia Department of Medical Assistance (DMAS) schedule and the Magellan of Virginia schedule for closures due to recognized state holidays.

The following holidays will not be counted as business days. Therefore, they are not counted in the timeliness standards for submissions for all services.

Holiday	Magellan / DMAS	Office Closed
New Year's Day	Magellan & DMAS	January 1
Lee-Jackson Day	DMAS	January 18
Martin Luther King, Jr. Day	DMAS	January 21
George Washington Day	DMAS	February 18
Memorial Day	Magellan & DMAS	May 27
Independence Day	Magellan & DMAS	July 4
Labor Day	Magellan & DMAS	September 2
Columbus Day	DMAS	October 14
Veterans Day	DMAS	November 11
½ day before Thanksgiving	DMAS	November 27
Thanksgiving	Magellan & DMAS	November 28
Day after Thanksgiving	Magellan & DMAS	November 29
Christmas Eve	Magellan & DMAS	December 24
Christmas	Magellan & DMAS	December 25

In addition, should the DMAS office and/or Magellan office be closed for inclement weather, these days will not be considered business days and will not be counted in the timeliness standards for submissions for all services.