

Provider Notice

Subject: Important Notice on Changes to Provider Enrollments Starting February 1, 2022

This communication is being sent on behalf of the Virginia Department of Medical Assistance Services (DMAS)

This is an important message for all Medicaid providers who credential and contract with Magellan of Virginia. The Virginia Medicaid agency (DMAS) will launch a new Medicaid Enterprise System (MES) technology platform on April 4, 2022. Providers who currently credential and contract with Magellan will transition to using the new MES Provider Services Solution (PRSS) to make data changes, such as service demographics and administrative practice information updates, enrolling new service locations or practitioners, adding new services and/or new provider participation agreements.

PRSS will be more efficient and make it easier for you to access information you need as a Medicaid provider. We need your help to ensure that this transition is a success.

Starting February 1, 2022, Magellan will not accept new provider contracts, new enrollments for practitioners nor new service location enrollments. This pause is necessary for us to process pending applications and to make system changes needed for the MES transition. Providers who wish to submit new enrollment applications on February 1, 2022, should wait and submit requests after April 4, 2022, through the new PRSS portal.

If you have an existing provider agreement and have service site(s) that are already credentialed with Magellan of Virginia, **you may continue to submit requests to Magellan to add new levels of care until March 1, 2022** to VAProviderQuestions@Magellanhealth.com or call 1-800-424-4046 for additional information. After that date, you should wait to submit these after April 4, 2022 through the new PRSS portal.

Magellan will continue to perform service authorizations and claims adjudication after PRSS goes live in April 2022. You will continue to access the Magellan provider portal to conduct these tasks.

Next Steps

Please watch for updates on the PRSS system. We will share more information in the coming months, including training videos and other resources that will help you prepare for the transition. We will keep you informed as the project progresses so that you have plenty of time to take training, ask questions and get responses to your questions. Visit the [Virginia Medicaid agency website](#) for additional information. If you have questions, contact us at AskMES@dmas.virginia.gov.