

Provider Notice

Subject: DMAS Transition to MES April 4th and Magellan Processes

This communication is an update to the Magellan notice posted January 14th regarding provider enrollment changes following the transition to Medicaid Enterprise System (MES), the new DMAS technology platform. Magellan will no longer accept new provider enrollments, request recredentialing information or permit updates to service and/or demographic data for providers participating or requesting participation in Virginia Medicaid.

Starting April 4, 2022, providers will instead use the MES Provider Services Solution (PRSS) portal for these functions. Magellan will receive provider data directly from DMAS to load into our systems. Magellan will then send an email notification to providers once their access has been granted to the Magellan provider portal.

Magellan will still be involved in some existing functions. See below.

Service Request Authorizations (SRAs)

There is no change to the authorization submission process. Providers will continue to use the Magellan provider portal to submit authorizations. Initial and concurrent requests for inpatient psychiatric and several ARTS services (ASAM 3.3/3.5/3.7/4.0) still require a phone review for authorization. A phone review is also required for retro-authorizations for ASAM 3.3/3.5/3.7/4.0.

Voluntary Terminations and Coordination of Care

There is no change in Magellan's role in providing care coordination to members receiving Medicaid-covered behavioral health services. "Providers should continue notifying Magellan when they are voluntarily terminating their in-network status with DMAS. Providers can notify our Magellan's Network Department at 1-800-424-4536 or email VAProviderQuestions@magellanhealth.com.

Claims

There is no change to the claim submission process. Magellan will continue to process and reimburse claims submitted for behavioral health services. Providers will continue to use the available options for claims submissions. Electronic claims transactions can be submitted using (1) claims courier, the web application on the Magellan provider portal (2) direct submit, the application that accepts batch claims via HIPAA compliant 837 files or (3) external EDI clearinghouses. You can visit the Getting Paid webpage for more information.

EFT

Providers that wish to receive direct deposit will continue to request/maintain electronic funds transfer (EFT) information for claims paid by Magellan. Visit the EFT webpage for more information.

For any questions, please contact our Network Department at 1-800-424-4536 or email VAProviderQuestions@magellanhealth.com.

For MES provider resources and updates, please refer to the MES Public Portal at vamedicaid.dmas.virginia.gov/provider.