



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
Day after New Year's Day	DMAS	January 2
Lee-Jackson Day	DMAS	January 12
Martin Luther King, Jr. Day	DMAS	January 15
George Washington Day	DMAS	February 19
Memorial Day	Magellan & DMAS	May 28
Independence Day	Magellan & DMAS	July 4
Labor Day	Magellan & DMAS	September 3
Columbus Day	DMAS	October 8
Veterans Day (observed)	DMAS	November 12
½ day before Thanksgiving	DMAS	November 21
Thanksgiving	Magellan & DMAS	November 22
Day after Thanksgiving	Magellan & DMAS	November 23
Christmas Eve	Magellan & DMAS	December 24
Christmas	Magellan & DMAS	December 25
Day before New Year's Day	DMAS	December 31

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.