



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

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

**TO:** Transition Coordinators and Case Managers Participating in the Virginia Medical Assistance Programs

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services

**MEMO:** Special

**DATE:** 8/29/2012

**SUBJECT:** Enrollment Change for the Children's Mental Health Program — Effective October 1, 2012

The purpose of this memorandum is to inform you that the Children's Mental Health (CMH) Program will no longer be enrolling new youth into the program, effective October 1, 2012. The CMH Program operated under federal demonstration authority to offer a community-based alternative to placement in a psychiatric residential training facility for youth and their families, and this authority ends on September 30, 2012. At this time no other federal authority exists for Virginia to extend this demonstration and continue enrolling youth into the CMH Program. Requests for CMH Program enrollment received at DMAS for dates on and after October 1, 2012 will be rejected back to the provider.

Youth who are enrolled in the CMH Program as of September 30, 2012 will continue to receive CMH Program services as long as they continue to meet eligibility criteria for the Program.

### **Transition Coordination / Case Management**

Effective October 1, 2012, transition coordinators/case managers must discontinue referring individuals for the CMH Program as this Program will no longer accept new enrollees. If a transition coordinator or case manager receives a request for enrollment for the CMH Program *after* October 1, 2012, please inform the individual/caregivers of the discontinuation of enrollment for the waiver program. Individuals may be screened for other waivers or behavioral health services as appropriate.

The Department of Medical Assistance Services (DMAS) will continue to serve youth in the CMH Program who are enrolled as of September 30, 2012.

If you have any questions related to this enrollment change for the CMH Program, please contact Mendy Meeks, Children's Mental Health Program Director in the Behavioral Health Unit within the Division of Policy and Research, at (804) 225-4285 or [mendy.meeks@dmas.virginia.gov](mailto:mendy.meeks@dmas.virginia.gov).

**VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

**ELIGIBILITY VENDORS**

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. <a href="http://www.passporthealth.com">www.passporthealth.com</a> <a href="mailto:sales@passporthealth.com">sales@passporthealth.com</a> Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX <a href="http://www.hdx.com">www.hdx.com</a> Telephone: 1 (610) 219-2322	Emdeon <a href="http://www.emdeon.com">www.emdeon.com</a> Telephone: 1 (877) 363-3666
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**“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

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| 1-804-786-6273 | Richmond area and out-of-state long distance        |
| 1-800-552-8627 | All other areas (in-state, toll-free long distance) |

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.