



## FACT SHEET

### Changes to Processing of Behavioral Health Claims effective 11/01/2023

- **All behavioral health claims, regardless of the date of service, will be submitted to Virginia Medicaid as of 11/1/2023**
- Magellan will deny incoming behavioral health claims for Virginia Medicaid with the **Deny Code (CA) Deny-Magellan is no longer the claims admin for your program.**
- For information on service authorizations (SA), please refer to [Provider Training on How to Register and Submit Successful Service Authorization Requests to Acentra Health \(formerly known as Kepro\) Effective November 1, 2023 | MES \(virginia.gov\)](#)
- Providers should **not** use the Magellan authorization when submitting claims to Virginia Medicaid. Providers must use the Fiscal Agent (Conduent) generated authorization on all claims.
  - Existing providers should utilize the Automated Response System (ARS) in the MES portal to look up SA numbers required for submitting claims to Virginia Medicaid. Virginia Medicaid will not process claims that are submitted with the Magellan SA number. Provider guides can be found in the Provider Portal under 'Helpful Links' and 'Provider Reference Material'. Provider can access the provider portal at this link. [For Providers | MES \(virginia.gov\)](#)
- If unable to locate the SA, please contact the Provider Helpline at 800 552 8627
- Claims should be submitted electronically
  - **Electronic billing** Using Electronic Data Interchange (EDI) is an efficient way to submit Medicaid claims. Providers use EDI software that enables the automated transfer of data in a specific format following specific data content rules directly to DMAS. For more information, go to <https://vamedicaid.dmas.virginia.gov/edi>.  
The mailing address, phone number and fax number for the EDI program are:  
EDI Coordinator Virginia Medicaid Fiscal Agent P.O. Box 26228 Richmond, Virginia 23260-6228  
Phone: (866) 352-0766 Fax number: (888) 335-8460  
The email for technical/web support for EDI is [MESEDISupport@dmas.virginia.gov](mailto:MESEDISupport@dmas.virginia.gov).
  - **DIRECT DATA ENTRY (DDE)** Providers may submit Professional (CMS-1500), Institutional (UB-04) and Medicare Crossover claims using Direct Data Entry (DDE).  
Providers also may make adjustments or void previously submitted claims through DDE. DDE is provided at no cost to providers. Paper claims submissions are not allowed except when requested by DMAS. Providers must use the Medicaid Enterprise System (MES) Provider Portal to complete DDE. The MES Provider Portal can be accessed at <https://vamedicaid.dmas.virginia.gov/provider>.
- If paper claims are requested, please submit to the PO Box below
  - 1500 claims: PO Box 27444 Richmond VA 23261
  - UB04 claims: PO Box 27443 Richmond VA 23261

- TDO claims: DMAS TDO Program, 600 East Broad Street Richmond VA 23219

- **Refer to these important memos for additional guidance**

- [Changes to Claims/Payment Process for Behavioral Health Providers- effective November 1, 2023 | MES \(virginia.gov\)](#)
- <https://vamedicaid.dmas.virginia.gov/bulletin/bhsa-changes-due-magellan-contract-ending-electronic-funds-transfer-update-required>

- **Important tips for success**

- When billing on a UB-04, the present on admission indicator is required. If unknown, please use 'U'
- For age <21 and provider types 003, 007, and 077, providers must use condition code A1 on UB04 claims
- Adjustments of certain inpatient claims for dates of service prior to 11/01/2023 may not process as expected. We recommend voiding and resubmitting inpatient claims that are within one year of the date of service for adjudication
- Taxonomy codes are required on all claims and the zip code plus the 4-digit extension is required for the system to identify the provider type and correct taxonomy. Please refer to the taxonomy chart at [Behavioral Health Taxonomy Chart 3-3-2022 Final 1.pdf \(virginia.gov\)](#)
- Provider enrollment questions can be answered by calling 888-829-5373 or emailing [VaMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VaMedicaidProviderEnrollment@gainwelltechnologies.com)
- Claim status, eligibility, and service authorization can be verified through our automated call system at 800 884 9730 or 804 965 9732.
- Please do not adjust claims until 11/15/23. There is a risk of duplicate claims prior to 11/15/23 so we recommend not submitting claims if they were submitted to Magellan prior to 11/1/23.