



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

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: Providers of the Developmental Disabilities Waiver Service Community Coaching

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 1/XX/2018

SUBJECT: Changes to Procedure Code for Community Coaching effective January 1, 2018

The purpose of the memorandum is to notify providers of a change to the procedure code for Community Coaching. Community Coaching is a service available to individuals under the Developmental Disabilities (DD) Waivers to include the Community Living (CL), Family and Individual Supports (FIS), and Building Independence (BI).

Effective December 31, 2017, the Current Procedure Terminology (CPT) code 97532 for Community Coaching is discontinued by the American Medical Association (AMA). Effective for dates of service on or after January 1, 2018, the Department of Medical Assistance Services (DMAS) will use procedure code 97127 for Community Coaching. This change affects all three waivers DD Waivers.

Service Authorizations and Billing:

Service authorizations submitted for dates of service after December 31, 2017 using CPT code 97532 will receive an error message because the procedure code is no longer valid. Beginning January 1, 2018, DMAS will update any existing service authorizations with an end date after December 31, 2017 to the new replacement procedure code of 97127. The new procedure code will be uploaded in VAMMIS by January 20, 2018. Any Community Coaching request received for service authorization will be reviewed, but approval held until the new code is available in VAMMIS. At that time, the original service start dates requested will be approved (assuming all conditions for service authorization are met). Those updates, when completed in VAMMIS, will be sent to the Waiver Management System (WaMS).

For dates of service on or before December 31, 2017, providers should submit claims for Community Coaching using CPT code 97532. For dates of service on or after January 1, 2018, providers must submit claims for Community Coaching using procedure code 97127 and have service authorization using CPT code 97127. Claims that do not use the updated procedure code and service authorizations will deny. Rates for the Community Coaching service have not changed. Providers are responsible for answering any questions that a member may have related to the service authorization process.

ADDITIONAL INFORMATION ON THE MEDICAID WAIVER REDESIGN:

DBHDS website

<http://www.dbhds.virginia.gov/developmental-services/my-life-my-community-waiver>

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment 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. 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 at <http://dmas.kepro.com>.

"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:

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.