

# Provider Update

## Virginia Premier Medallion 4.0 Claims Submission – PO Box Update

Date: September 27, 2018

Virginia Premier offers multiple ways to submit claims for the Medallion 4.0 program. Providers should utilize one of the below methods to ensure timely claims processing.

- 1. Electronically** - Virginia Premier has partnered with three clearinghouses for the Medallion 4.0 program.

Electronic Claims		
Clearinghouse	PayerID	Telephone
Availity	VAPRM	1-800-282-4548
Relay Health	VAPRM	1-800-527-8133
Change Healthcare	VAPRM	1-866-371-9066

- 2. Paper Submission** - Virginia Premier accepts paper claims submissions from providers. Providers are reminded that Virginia Premier does not accept faxed or hand-written claims. Claims must also be submitted on the original CMS-1500 or UB-04 form. All Medallion 4.0 paper claims shall be submitted to the address outlined below:

**Virginia Premier Elite Individual**  
**P.O. Box 5550**  
**Richmond, VA 23220**

For a faster turnaround time in payment, Virginia Premier encourages all claims, including Coordination of Benefits claims, to be submitted electronically.

- 3. Provider Portal Submission** - Virginia Premier offers a free provider portal to submit CMS-1500 claims. Providers can register for this portal by going to [VirginiaPremier.com](http://VirginiaPremier.com).



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- 4. Medallion 3.0 to 4.0 Submissions** - Provider shall submit all physician and outpatient facility claims through the appropriate clearinghouse for Medallion 4.0 members based on date of service. Services provided that fall across the transition date (see table below) must be split between the Medallion 3.0 clearinghouse and Medallion 4.0 clearinghouse. Please note that this does not apply to inpatient facility claims.

Region	Date for Medallion 4.0 Clearinghouse Submission
Tidewater	August 1, 2018
Central Virginia	September 1, 2018
Northern Virginia / Winchester	October 1, 2018
Charlottesville / Western	November 1, 2018
Roanoke / Alleghany	December 1, 2018
Southwest	December 1, 2018

**Example:** A member living in Central Virginia receives services from 8/30/18 through 9/5/18. In this case, the provider will submit separate claims:

- to the Medallion 3.0 clearinghouse for services received 8/30/18 through 8/31/18, and
- to the Medallion 4.0 clearinghouse for services received 9/1/18 through 9/5/18

If you have any questions, please contact Provider Services. We are available Monday through Friday from 8:00 am to 6:00 pm at 804-819-5151 or toll-free 800-727-7536.