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**VirginiaPremier.com**

## Memo

March 23, 2020

**To:** All Virginia Premier Network Providers  
**Cc:** Corporate Communications  
**From:** Spencer Huddleston, Director of Provider Relations  
**Subject:** CMS and DMAS Guidelines for coronavirus (COVID-19)

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Late last week, Virginia Premier received guidelines from the Department of Medical Assistance Services (DMAS), and the Centers for Medicare and Medicaid Services (CMS) on how to respond to the coronavirus (COVID-19).

We understand the need for increased efficiency at the member-facing level during this pandemic. Therefore, Virginia Premier's Medicaid products will follow DMAS guidance and our Medicare products will follow CMS guidance. We are diligently working to operationally implement these guidelines by Wednesday, March 25, 2020.

**Links to the DMAS and CMS** published guidelines have been provided below for your review:

**DMAS Medicaid Memo: 'Provider Flexibilities Related to COVID-19' :**

[https://www.dmas.virginia.gov/files/links/5249/3.19.2020\\_COVID%2019%20MEMO\\_4.0.pdf](https://www.dmas.virginia.gov/files/links/5249/3.19.2020_COVID%2019%20MEMO_4.0.pdf)

**CMS Medicare Telehealth Provider Fact Sheet:** <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

**CMS Recommendations on Elective and Non-Essential Services:** <https://www.cms.gov/newsroom/press-releases/cms-releases-recommendations-adult-elective-surgeries-non-essential-medical-surgical-and-dental>

We appreciate the courage and partnership of our provider community during this uniquely challenging time as a healthcare community.

### **Additional Resources:**

Virginia Premier is committed to keeping you informed and has established a resource page, listed below. We encourage you to check this resource often as we will update this site as information becomes available.

**Link to Virginia Premier COVID-19 Informational Page:** <https://www.virginiapremier.com/information-for-healthcare-professionals-coronavirus/>

For additional questions, please also contact our Provider Relations Call Center at (804) 968-1529.