



Provider Notice

This communication clarifies guidelines for timeliness requirements for service request submissions related to office closings for holidays and inclement weather. Providers should follow both the Virginia Department of Medical Assistance (DMAS) schedule and the Magellan of Virginia schedule for closures due to recognized state holidays.

The following holidays will not be counted as business days. Therefore, they are not counted in the timeliness standards for submissions for all services.

| Holiday | Magellan / DMAS | Office Closed |
|------------------------------|------------------------|----------------------|
| New Year's Day (observed) | Magellan & DMAS | January 2 |
| Lee-Jackson Day | DMAS | January 13 |
| Martin Luther King, Jr. Day | DMAS | January 16 |
| George Washington Day | DMAS | February 20 |
| Memorial Day | Magellan & DMAS | May 29 |
| Independence Day (observed) | DMAS | July 3 |
| Independence Day | Magellan & DMAS | July 4 |
| Labor Day | Magellan & DMAS | September 4 |
| Columbus Day | DMAS | October 9 |
| Veterans Day (observed) | DMAS | November 10 |
| ½ day before Thanksgiving | DMAS | November 22 |
| Thanksgiving | Magellan & DMAS | November 23 |
| Day after Thanksgiving | Magellan & DMAS | November 24 |
| ½ day before Christmas Eve | DMAS | December 22 |
| All day before Christmas Eve | Magellan | December 22 |
| Christmas | Magellan & DMAS | December 25 |
| All day after Christmas | DMAS | December 26 |

In addition, should the DMAS office and/or Magellan office be closed for inclement weather, these days will not be considered business days and will not be counted in the timeliness standards for submissions for all services.