MEDICAID BULLETIN

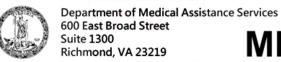
Last Updated: 07/12/2022

Federal Public Health Emergency Extended Until January 16, 2022

The purpose of this bulletin is to inform providers that the federal public health emergency was recently extended until January 16, 2022.

To learn more about the DMAS COVID-19 response, please go this <u>link</u>. To review DMAS flexibilities and policies that remain in effect, please go to this <u>link</u>.

PROVIDER CONTACT INFORMATION & RESOURCES		
Virginia Medicaid Web Portal Automated Response System (ARS)		
Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	www.virginiamedicaid.dmas.virginia.gov	
Medicall (Audio Response		
System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996	
KEPRO Service authorization information for fee-for-service members.	https://dmas.kepro.com/	
Provider Appeals DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.	https://www.dmas.virginia.gov/appeals/	
Managed Care Programs		
Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All- Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a		
managed care enrolled individual, providers must follow their respective contract with the		
managed care plan/PACE provider. The managed care plan may utilize different guidelines		
than those described for Medicaid fee-for-service individuals.		
Medallion 4.0	http://www.dmas.virginia.gov/#/med4	
CCC Plus	http://www.dmas.virginia.gov/#/cccplus	



https://dmas.virginia.gov

MEDICAID BULLETIN

PACE	http://www.dmas.virginia.gov/#/longtermprograms
Magellan Behavioral Health	www.MagellanHealth.com/Provider
Behavioral Health Services	For credentialing and behavioral health service
Administrator, check eligibility,	<u>information, visit:</u>
claim status, service limits, and	www.magellanofvirginia.com, email:
service authorizations for fee-for-	VAProviderQuestions@MagellanHealth.com,or
service members.	Call: 1-800-424-4046
Provider HELPLINE Monday-Friday 8:00 a.m5:00 p.m. For provider use only, have Medicaid Provider ID Number available.	1-804-786-6273 1-800-552-8627
Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia 1-800-279-1878
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid 1-800-901-0020
Magellan Complete Care of Virginia	www.MCCofVA.com 1-800-424-4518 (TTY 711) or 1-800-643-2273
Optima Family Care	1-800-881-2166 www.optimahealth.com/medicaid
United Healthcare	www.Uhccommunityplan.com/VA
	and <u>www.myuhc.com/communityplan</u>
	1-844-752-9434, TTY 711
Virginia Premier	1-800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>