



Last Updated: 07/12/2022

Enrollment of Afghan Immigrants

The purpose of this bulletin is to notify providers of Medicaid eligibility guidance for Afghan immigrants. DMAS has received notification from federal partners indicating these individuals are granted one of three immigration statuses: Special Immigrant Visa (SIV), Special Immigrant Parolees (SIP), or Non-Special Immigrant Parolees (Humanitarians).

- Individuals who have SIV have a qualified immigration status for Medicaid and CHIP (FAMIS).
- Individuals who have SIP have a qualified immigration status for Medicaid and CHIP (FAMIS).
- Non-Special Immigrant Parolees (Humanitarians) are subject to meeting the five years of residency in the United States before they can gain eligibility in Medicaid or CHIP (FAMIS) with the exception of individuals who are under the age of 19 and who are pregnant. Pregnant individuals and those under the age of 19 do meet a qualified immigration status for Medicaid and CHIP (FAMIS).

For those individuals who attest to meeting all eligibility factors, enrollment in Hospital Presumptive Eligibility (HPE) is typically a faster path to temporary enrollment, however, full Medicaid applications are encouraged.

Please see the attached summary chart on the next page for further eligibility information for the three main immigration statuses applied to the majority of Afghan evacuees, and their applicable eligibility.

DMAS Afghan Immigrant Status and Medicaid Eligibility

Eligibility Group →	Hospital Presumptive Eligibility (HPE)	Medicaid or CHIP (FAMIS)	Refugee Medical Assistance (RMA)	Emergency Services
Application Type → Immigration Status ↓	HPE Application	Medicaid Application**	Medicaid Application**	Medicaid Application**
Special Immigrant Visas (SIV)	Yes*	Yes	Yes***	No
Special Immigrant Parolees (SIP)	Yes*	Yes	Yes***	No



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Non Special Immigrant Parolees - Children Under Age 19 & Pregnant Individuals (Humanitarian Parolees)	Yes	Yes	No	No
Non Special Immigrant Parolees - Over Age 19, Not Pregnant (Humanitarian Parolees)	No	No	No	Yes

* HPE is time-limited enrollment that does not provide coverage for costs associated with labor and delivery.

**Applications for Medicaid may be filed online (commonhelp.virginia.gov), by phone (833-5CALLVA), or by completing a paper application and returning it to the local Department of Social Services where the individual resides. Individuals must meet all eligibility factors prior to enrollment.

***SIV and SIP individuals only meet eligibility for RMA if found not eligible for full-coverage (for example, if the individual has income in excess of the Medicaid or CHIP (FAMIS) income limits. RMA is limited to the first eight months of residency.

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/



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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>

PACE

<http://www.dmas.virginia.gov/#/longtermprograms>

Magellan Behavioral Health

Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.

www.MagellanHealth.com/Provider
For credentialing and behavioral health service information, visit:
www.magellanofvirginia.com, email:
VAProviderQuestions@MagellanHealth.com, or
Call: 1-800-424-4046

Provider HELPLINE

Monday-Friday 8:00 a.m.-5:00 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.Uhcommunityplan.com/VA
and www.myuhc.com/communityplan
1-844-752-9434, TTY 711

Virginia Premier

1-800-727-7536 (TTY: 711), www.virginiapremier.com