



Last Updated: 08/30/2022

## **DMAS Replacing VAMMIS With Medicaid Enterprise System (MES): Key Dates For Providers**

This is one of a series of Medicaid memos to be distributed prior to April 4, 2022. The purpose of these memos is to inform Medicaid fee-for-services providers of the upcoming transition of several key information management functions currently handled through the Virginia Medicaid Management Information System (VAMMIS) to a new technology platform called the Medicaid Enterprise System (MES). Beginning April 4, providers will be required to use the new MES to access the functions listed below.

This period of transition requires several functions that are currently part of VAMMIS to be taken temporarily off-line beginning March 30, 2022 through April 3, 2022. (Access to these functions will resume on April 4, 2022. This memo will list those functions impacted, key dates and where to go for assistance during this period. Future memos will provide more detail on how to access the new and improved features offered by MES and will provide additional guidance on the various options for training for MES.



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**For additional information:**



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Medicaid Enterprise System Information for Fee-for-Service Providers at <https://www.dmas.virginia.gov/for-providers/medicaid-enterprise-system/fee-for-service-providers/>, and

Medicaid Enterprise System Provider Portal Pre-Launch FAQs at <https://vamedicaid.dmas.virginia.gov/provider/faq>

Medicaid Enterprise System Provider Training at <https://vamedicaid.dmas.virginia.gov/training/providers>

Email your Medicaid Enterprise System general questions to [AskMES@dmas.virginia.gov](mailto:AskMES@dmas.virginia.gov).

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<b>PROVIDER CONTACT INFORMATION &amp; RESOURCES</b>	
<b>Virginia Medicaid Web Portal Automated Response System (ARS)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	Through March 29: <a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a> As of April 4, 2022: <a href="https://login.vamedicaid.dmas.virginia.gov/">https://login.vamedicaid.dmas.virginia.gov/</a>
<b>Medicall (Audio Response System)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
<b>KEPRO</b> Service authorization information for fee-for-service members.	<a href="https://dmas.kepro.com/">https://dmas.kepro.com/</a>
<b>Provider Appeals</b> 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.	<a href="https://www.dmas.virginia.gov/appeals/">https://www.dmas.virginia.gov/appeals/</a>
<b>Provider Audits</b> Please continue to adhere to all instructions provided via DMAS or its contractors as it relates to complying with audit processes and procedures. Conversion to MES will not affect audit protocol.	
<b>Managed Care Programs</b> 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.	
<b>Medallion 4.0</b>	<a href="https://www.dmas.virginia.gov/for-providers/managed-care/medallion-40/">https://www.dmas.virginia.gov/for-providers/managed-care/medallion-40/</a>
<b>CCC Plus</b>	<a href="https://www.dmas.virginia.gov/for-providers/managed-care/ccc-plus/">https://www.dmas.virginia.gov/for-providers/managed-care/ccc-plus/</a>
<b>PACE</b>	<a href="https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/program-of-all-inclusive-care/">https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/program-of-all-inclusive-care/</a>
<b>Magellan Behavioral Health</b> Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.	<a href="http://www.MagellanHealth.com/Provider">www.MagellanHealth.com/Provider</a> For credentialing and behavioral health service information, visit: <a href="http://www.magellanofvirginia.com">www.magellanofvirginia.com</a> , email: <a href="mailto:VAProviderQuestions@MagellanHealth.com">VAProviderQuestions@MagellanHealth.com</a> or Call: 1-800-424-4046
<b>Provider HELPLINE for claims assistance only as of March 26, 2022</b> 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
<b>Provider Enrollment and Management Help Desk</b> Monday-Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.	1-804-270-5105 1-888-829-5373
Aetna Better Health of Virginia	<a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a> 1-800-279-1878
Anthem HealthKeepers Plus	<a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a> 1-800-901-0020
Molina Complete Care	1-800-424-4524 (CCC+) 1-800-424-4518 (M4)
Optima Family Care	1-800-881-2166 <a href="http://www.optimahealth.com/medicaid">www.optimahealth.com/medicaid</a>
United Healthcare	<a href="http://www.Uhccommunityplan.com/VA">www.Uhccommunityplan.com/VA</a> and <a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a> 1-844-752-9434, TTY 711
Virginia Premier	1-800-727-7536 (TTY: 711), <a href="http://www.virginiapremier.com">www.virginiapremier.com</a>