



Last Updated: 02/16/2023

Public Health Emergency Ends on May 11, 2023

The purpose of this bulletin is to notify providers that the Centers for Medicare and Medicaid Services (CMS) has announced that the COVID-19 public health emergency (PHE) will end on May 11, 2023. (Visit this [link](#) to read the CMS announcement.)

A number of provider flexibilities that started during the PHE will remain in effect permanently in Virginia. These include:

- Telehealth. Telehealth is permitted for many practice areas and telehealth supplements that provide guidance are attached to the following Medicaid Manuals: ARTS, Mental Health, Psychiatric Services, Physician-Practitioner, Home Health, Early Intervention, and Rehabilitation.
- Electronic signatures are now permitted as described in Chapter 2 of the Medicaid Manuals.
- Addiction and Recovery Treatment Services (ARTS):
 - Opioid treatment programs may administer medication as take-home dosages, up to a 28-day supply.
 - A member's home may serve as the originating site for prescription of buprenorphine.
- Pharmacy: 90-day supply for many drugs. (To view the most recent list of these drugs, visit this [link](#).)
- No co-payments for Medicaid and FAMIS members.

A number of provider flexibilities will end at midnight on May 11, 2023. Several flexibilities related to home and community-based waiver services will last for six months after the end of the PHE. A detailed list of these flexibilities can be found at this [link](#).

NOTE: This bulletin is separate from the continuous coverage requirement that ends on March 31, 2023. Please reference the "End of Continuous Coverage and Update on Provider Flexibilities" at this [link](#) and posted on 1/9/23 for more information.

PROVIDER CONTACT INFORMATION & RESOURCES



MEDICAID BULLETIN

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| <p>Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p> | <p>https://vamedicaid.dmas.virginia.gov/</p> |
| <p>Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p> | <p>1-800-884-9730 or 1-800-772-9996</p> |
| <p>KEPRO Service authorization information for fee-for-service members.</p> | <p>https://dmas.kepro.com/</p> |
| <p>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.</p> | <p>https://www.dmas.virginia.gov/appeals/</p> |
| <p>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.</p> | |
| <p>Medallion 4.0</p> | <p>http://www.dmas.virginia.gov/#/med4</p> |
| <p>CCC Plus</p> | <p>http://www.dmas.virginia.gov/#/cccplus</p> |
| <p>PACE</p> | <p>http://www.dmas.virginia.gov/#/longtermprograms</p> |
| <p>Magellan Behavioral Health Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p> | <p>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</p> |
| <p>Provider Enrollment</p> | <p>In-State: 804-270-5105 Out of State Toll Free: 888-829-5373 Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com</p> |
| <p>Provider HELPLINE Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.</p> | <p>1-804-786-6273 1-800-552-8627</p> |
| <p>Aetna Better Health of Virginia</p> | <p>www.aetnabetterhealth.com/Virginia 1-855-270-2365 1-866-386-7882 (CCC+)</p> |



Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

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| Anthem HealthKeepers Plus | www.anthem.com/vamedicaid 1-833-207-3120 1-833-235-2027 (CCC+) |
| Molina Complete Care | 1-800-424-4524 (CCC+) 1-800-424-4518 (M4) |
| Optima Family Care | 1-800-643-2273 1-844-374-9159 (CCC+) www.optimahealth.com/medicaid |
| United Healthcare | www.Uhcommunityplan.com/VA www.myuhc.com/communityplan 1-844-284-0149 1-855-873-3493 (CCC+) |
| Virginia Premier | 1-800-727-7536 (TTY: 711), www.virginiapremier.com |