



Last Updated: 03/30/2023

## Return to Normal Enrollment - Frequently Asked Questions

The purpose of this bulletin is to notify providers that DMAS has posted a document of Frequently Asked Questions from the recent Town Hall sessions. This document has been posted at this [link](#).

For more details about the return to regular renewal operations, providers are encouraged to access the following resources on the Cover Virginia Website: [Renewal Process Flowchart](#), [Renewal Process Flow Sheet: Step-By-Step](#), [Renewal Process Flow Sheet: Where Are You?](#), and [Toolkits and Materials](#).

For questions, additional help, or language assistance services or large-print, Medicaid and FAMIS members are encouraged to call Cover Virginia at 1-855-242-8282 (TTY: 1-888-221-1590) or send an email to: [covervirginia@dmas.virginia.gov](mailto:covervirginia@dmas.virginia.gov).

<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.	<a href="https://vamedicaid.dmas.virginia.gov/">https://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>



# MEDICAID BULLETIN

## 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](http://www.MagellanHealth.com/Provider)  
For credentialing and behavioral health service information, visit:  
[www.magellanofvirginia.com](http://www.magellanofvirginia.com), email:  
[VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com), or  
Call: 1-800-424-4046

## Provider Enrollment

In-State: 804-270-5105  
Out of State Toll Free: 888-829-5373  
Email:  
[VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com)

## 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](http://www.aetnabetterhealth.com/Virginia)  
1-855-270-2365  
1-866-386-7882 (CCC+)

### Anthem HealthKeepers Plus

[www.anthem.com/vamedicaid](http://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](http://www.optimahealth.com/medicaid)

### United Healthcare

[www.Uhcommunityplan.com/VA](http://www.Uhcommunityplan.com/VA)  
[www.myuhc.com/communityplan](http://www.myuhc.com/communityplan)  
1-844-284-0149  
1-855-873-3493 (CCC+)

### Virginia Premier

1-800-727-7536 (TTY: 711), [www.virginiapremier.com](http://www.virginiapremier.com)

## Dental Provider

DentaQuest

1-888-912-3456