



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.

| 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. | https://vamedicaid.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/ |



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
For credentialing and behavioral health service information, visit:
www.magellanofvirginia.com, email:
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

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
1-855-270-2365
1-866-386-7882 (CCC+)

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

Dental Provider

DentaQuest

1-888-912-3456