



Last Updated: 06/16/2023

Notice of Kepro Rebranding to Acentra Health

The purpose of this bulletin is to notify all providers that Keystone Peer Review Organization (Kepro) has partnered with CNSI, a leading provider of innovative healthcare technology products, in late 2022. As part of this partnership, Kepro will now be known as Acentra Health, effective immediately.

There will be no changes for providers when they request service authorization through Acentra Health (Kepro). All Kepro phone numbers, email addresses and contact information, as well as current processes and procedures will remain unchanged.

The combined company’s mission is to continually innovate solutions that deliver maximum value and impact to the healthcare delivery system.

Acentra Health’s team of technology and business experts, skilled clinicians, and highly talented healthcare professionals work as one to help state and federal partners lead the way in accelerating better health outcomes for priority populations.

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
Acentra Health 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 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.Uhccommunityplan.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