



Last Updated: 07/13/2023

New Case Management Service for Persons with Traumatic Brain Injury

The Virginia Acts of the Assembly, 2022 Special Session I, HB680 directed the Department of Medical Assistance Services (DMAS) to implement a new case management service for individuals with severe traumatic brain injury in the Medicaid program. DMAS is pleased to announce that a new case management service designed to support members who have sustained a traumatic brain injury on or after the age of 18 will soon be available.

Brain Injury Services Case Management is designed to provide service coordination and person-centered planning with members who have sustained a traumatic brain injury. Brain Injury Case Management Services are defined in a pending provider manual supplement that is currently posted for a second public comment period on the Virginia Regulatory Town Hall website [HERE](#). This new provider manual supplement is scheduled to be finalized and published online by DMAS by September 30, 2023. Services delivery will begin after the manual is finalized. Prospective providers may submit enrollment applications to the Medicaid Enterprise Solutions (MES) provider enrollment portal beginning on August 1, 2023. For more information on how to enroll as a provider please refer to the MES portal [HERE](#).

Brain Injury Services Case Management is not part of a Medicaid waiver or specifically affiliated with any set of existing DMAS service systems.

“Case management” means a service that includes the following activities:

- Assessing and planning services
- Linking the individual to services and supports identified in the individual support plan; assisting the individual directly for the purpose of locating, developing, or obtaining needed services and resources.
- Coordinating services and service planning with other agencies and providers involved with the individual; enhancing community integration.
- Making collateral contacts to promote the implementation of the individual support plan and community integration.
- Monitoring the individual to assess ongoing progress and ensuring that authorized services are delivered; and
- Educating and counseling the individual, family or legal representative to guide them to develop supportive relationships that promote the individual support plan for the direct benefit of the individual.

Please refer to the DMAS Brain Injury Services website [HERE](#) for more details on services including the service specific training dates to be scheduled between July and October of



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

<https://dmas.virginia.gov>

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2023. DMAS will post official program policy in a pending provider manual supplement.

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/
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 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



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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+)
Dental Provider DentaQuest	1-888-912-3456