



Last Updated: 07/14/2023

## Nursing Facility and Specialized Care Rate Updates Effective July 1, 2023

The purpose of this bulletin is to notify providers that effective July 1, 2023, the rates for nursing facilities and specialized care services will be updated in accordance with Chapter 12 of the Virginia Administrative Code (VAC) Sections 12VAC30-90-36, 12VAC30-90-44, 12VAC30-90-264. Effective July 1, 2023, the Value Based Purchasing (VBP) add-on will be updated in accordance with Item 304.000.2.b of the 2022 Appropriation Act.

If you have any questions regarding nursing facility or specialized care rates or upcoming reimbursement changes, please contact the DMAS Helpline at 1-800-552-8627.

### Appeals Information

If you believe an error was made for payment rates or totals, you can file an appeal. The appeal must be filed with the DMAS Appeals Division through one of the following methods:

- Through the Appeals Information Management System at <https://www.dmas.virginia.gov/appeals/>. From there you can fill out an informal appeal request, submit documentation, and follow the process of your appeal.
- Through mail, email, or fax. You can download a Medicaid Provider Appeal Request form at <https://www.dmas.virginia.gov/appeals/>. You can use that form or a letter to file the informal appeal. The appeal request must identify the issues being appealed. The request can be submitted by:
  - Mail or delivery to: Appeals Division, Department of Medical Assistance Services, 600 E. Broad Street, Richmond, VA 23219;
  - Email to [appeals@dmas.virginia.gov](mailto:appeals@dmas.virginia.gov); or
  - Fax to (804) 452-5454.

The appeal must be received by the DMAS Appeals Division within 30 days of the payment rate or total being published by DMAS. The notice of appeal is considered filed when it is date stamped by the DMAS Appeals Division. The normal business hours of DMAS are from 8:00 a.m. through 5:00 p.m. on dates when DMAS is open for business. Documents received after 5:00 p.m. on the deadline date shall be untimely.



# MEDICAID BULLETIN

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| <p><b>Virginia Medicaid Web Portal Automated Response System (ARS)</b><br/>Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p>   | <p><a href="https://vamedicaid.dmas.virginia.gov/">https://vamedicaid.dmas.virginia.gov/</a></p>  |
| <p><b>Medicall (Audio Response System)</b><br/>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><b>Acentra Health</b><br/>Service authorization information for fee-for-service members.</p>  | <p><a href="https://dmas.kepro.com/">https://dmas.kepro.com/</a></p>  |
| <p><b>Provider Appeals</b><br/>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><a href="https://www.dmas.virginia.gov/appeals/">https://www.dmas.virginia.gov/appeals/</a></p>  |
| <p><b>Managed Care Programs</b><br/>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><b>Medallion 4.0</b></p>  | <p><a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a></p>  |
| <p><b>CCC Plus</b></p>   | <p><a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a></p>  |
| <p><b>PACE</b></p>   | <p><a href="http://www.dmas.virginia.gov/#/longtermprograms">http://www.dmas.virginia.gov/#/longtermprograms</a></p>  |
| <p><b>Magellan Behavioral Health</b><br/>Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p>  | <p><a href="http://www.MagellanHealth.com/Provider">www.MagellanHealth.com/Provider</a><br/><a href="http://www.magellanofvirginia.com">www.magellanofvirginia.com</a>, email:<br/><a href="mailto:VAProviderQuestions@MagellanHealth.com">VAProviderQuestions@MagellanHealth.com</a>.or<br/>Call: 1-800-424-4046</p> |
| <p><b>Provider Enrollment</b></p>  | <p>In-State: 804-270-5105<br/>Out of State Toll Free: 888-829-5373<br/>Email:<br/><a href="mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com">VAMedicaidProviderEnrollment@gainwelltechnologies.com</a></p>  |
| <p><b>Provider HELPLINE</b><br/>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<br/>1-800-552-8627</p>  |



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

<https://dmas.virginia.gov>

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| Aetna Better Health of Virginia      | <a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a><br>1-855-270-2365<br>1-866-386-7882 (CCC+)   |
| Anthem HealthKeepers Plus            | <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a><br>1-833-207-3120<br>1-833-235-2027 (CCC+)   |
| Molina Complete Care                 | 1-800-424-4524 (CCC+)<br>1-800-424-4518 (M4)  |
| Optima Family Care                   | 1-800-643-2273<br>1-844-374-9159 (CCC+)<br><a href="http://www.optimahealth.com/medicaid">www.optimahealth.com/medicaid</a>   |
| United Healthcare                    | <a href="http://www.Uhcommunityplan.com/VA">www.Uhcommunityplan.com/VA</a><br><a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a><br>1-844-284-0149<br>1-855-873-3493 (CCC+) |
| <b>Dental Provider</b><br>DentaQuest | 1-888-912-3456  |