



Last Updated: 11/16/2023

## Medicaid Home Health Care Services (HHCS) Electronic Visit Verification (EVV) Project Update

The purpose of this bulletin is to notify providers that the commencement of the denial of home health care claims for missing EVV data has been extended from **12/1/2023 to 1/1/2024**. Currently, claims are being paid regardless of the status of EVV data. DMAS implemented EVV requirements for Home Health Care Services (HHCS) on July 1, 2023, per the requirements of the federal 21<sup>st</sup> Century CURES Act of 2016. DMAS has published an 837I companion guide on the DMAS website [here](#). This guide is important for your billing systems to submit HHCS claims compliant with Virginia's EVV requirements.

If you have any questions, please send your inquiry to [EVV@dmas.virginia.gov](mailto:EVV@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

##### **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/>



# MEDICAID BULLETIN

## Managed Care Programs

Cardinal Care Managed Care 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.

### Cardinal Care Managed Care PACE

<https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/>  
<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)  
[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

<https://www.aetnabetterhealth.com/virginia/providers/index.html>  
1-800-279-1878

Anthem HealthKeepers  
Plus

<http://www.anthem.com/>  
1-800-901-0020

Molina Complete Care

1-800-424-4524  
<https://www.molinahealthcare.com/providers/va/medicaid/home.aspx>

Sentara Family Care

1-800-643-2273

Optima Health  
United Healthcare

Optima Health 1-844-512-3172  
[www.uhcprovider.com/](http://www.uhcprovider.com/)  
1-844-284-0149

**Dental Provider**  
DentaQuest

1-888-912-3456