



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 21st 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.

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
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.
Aetna Better Health of
Virginia

1-804-786-6273
1-800-552-8627
<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/
1-844-284-0149

Dental Provider
DentaQuest

1-888-912-3456