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

https://dmas.virginia.gov

MEDICAID BULLETIN

Last Updated: 12/01/2023

National Provider Identifier (NPI) requirement on Health Department Clinic claims for enteral formula

The purpose of this bulletin is to inform Health Department Clinics that the State Medicaid Agency must require all ordering, referring, or prescribing providers (ORP) or other professionals providing services to members enrolled in Virginia Medicaid to be enrolled as participating providers.

Under Medicaid rules, dispensing enteral formula requires an order from a qualified healthcare provider. Furthermore, all claims for services or supplies provided pursuant to a provider order must include the National Provider Identifier (NPI) of the ordering, referring, or prescribing provider on the claim form.

Federal regulations at 42 CFR §§455.410(b) and 455.440 implement the statutory provisions relating to ordering, referring, or prescribing providers found at § 1902(kk)(7)(A) and (B) of the Social Security Act. Under § 455.440, the State Medicaid Agency must require all claims for payment for items and services that were ordered, referred, or prescribed to contain the National Provider Identifier (NPI) of the physician or other professional who ordered or referred such items or services.

Effective 12/01/2023, claims submitted will be denied if the claim does not include the NPI of an enrolled ORP.

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

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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
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	https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/
PACE	http://www.dmas.virginia.gov/#/longtermprograms

Acentra Health
Behavioral Health Services

https://dmas.kepro.com/

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

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