



Last Updated: 12/01/2023

Announcement New Brain Injury Services Case Management Service Begins on January 1, 2024

The purpose of this bulletin is to notify providers, individuals, and families of resources and trainings available to assist Medicaid members with accessing the Department of Medical Assistance Services' (DMAS') new case management service for individuals with severe traumatic brain injury. This new service will be delivered by the DMAS contracted Managed Care Organizations and also available in the fee for service delivery systems.

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 the provider manual supplement posted in the MES Provider Manual Library [HERE](#).

Provider enrollment began on August 1, 2023, and prospective providers can continue to submit enrollment applications to the Medicaid Enterprise Solutions (MES) provider enrollment portal. For more information on how to enroll as a provider please refer to the MES portal [HERE](#).

Brain Injury Services - Training Resources Currently Available:

Provider Services Solution (PRSS) Enrollment Process

- [Provider Services Solution \(PRSS\) Enrollment Process Training - May 31, 2023](#)

MPAI-4 Training Resources

View and download the Mayo-Portland Adaptability Inventory (MPAI-4) and related training resources: Training Session 1 on June 20, 2023, and Training Session 2 on June 27, 2023.

- [MPAI-4 Training Session 1 - June 20, 2023](#)
- [MPAI-4 Scoring Form](#)
- [MPAI-4 Training Vignette](#)
- [MPAI-4 Training Vignette Scoring Key](#)
- [MPAI-4 Manual](#)

BIS TCM Program Policy Training for Providers

- [BIS TCM Program Policy Training for Providers - September 28, 2023](#)



Managed Care and Care Management Training

- [Managed Care and Care Management training for BIS TCM Providers - October 26, 2023](#)

Fact Sheets and Timeline

- [Brain Injury Waiver, Facility Services, and Targeted Case Management \(TCM\) Timelines](#)
- [TCM Fact Sheet for Individuals with Traumatic Brain Injury](#)
- [TCM Fact Sheet for Family Members of Individuals with Traumatic Brain Injury](#)
- [TCM Fact Sheet for Providers](#)

Doing Business with MCO's for BIS:

Many Providers or Prospective Providers for BIS TCM have never contracted with a Medicaid Managed Care Organization before. This reference material helps providers gain an understanding of contracting and work with MCO's and can be found at: <https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/brain-injury-services/>. In addition the material provides MCO contact points to resolve member care coordination needs, network enrollment and billing concerns.

Future Trainings starting in 2024:

DMAS will send flyers and emails to the training audience which will list specific dates and times for the upcoming trainings. Future trainings will also be posted to this site: <https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/brain-injury-services/>

Future trainings will include:

- Brain Injury Services Targeted Case Management Orientation

An introduction to the BIS benefit for Hospitals, Nursing and Rehabilitation Facilities, Behavioral Health and Developmental Disabilities Providers, Personal Care and Home Health Agencies, and MCO's.

- Introduction to Brain Injury Services Targeted Case Management

Webinar for individuals and families in collaboration with Brain Injury Association of Virginia

- Mayo-Portland Adaptability Inventory (MPAI-4) -Training on administering the MPAI-4 for Providers

PROVIDER CONTACT INFORMATION & RESOURCES



MEDICAID BULLETIN

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

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>

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



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

<https://dmas.virginia.gov>

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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 1-888-912-3456
DentaQuest