



Last Updated: 06/24/2024

Ambulatory Surgical Center Reimbursement Effective July 1, 2024

The purpose of this bulletin is to notify providers that effective July 1, 2024, DMAS established new Ambulatory Surgical Center (ASC) Enhanced Ambulatory Patient Group (EAPG) weights and an updated base rate in accordance with 12VAC30-80-35. DMAS has implemented the EAPG version 3.18 grouper and will use the national weights developed by 3M. The updated statewide base rate is calculated to ensure budget neutrality of total ASC expenditures.

The ASC base rate and ASC EAPG weights effective July 1, 2024 may be found on the DMAS website at <https://dmas.virginia.gov/for-providers/rates-and-rate-setting/> in the Ambulatory Surgical Centers section under the Institutional heading.

If you have any questions regarding ASC reimbursement, 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; 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.

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/>

Medicaid (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

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/Program-of-All-inclusive-Care-\(virginia.gov\)](https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/Program-of-All-inclusive-Care-(virginia.gov))

Acentra Health

Behavioral Health Services

<https://vamedicaid.dmas.virginia.gov/sa>

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



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

<https://dmas.virginia.gov>

MEDICAID BULLETIN

- 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 Community Plan 1-800-881-2166 <https://www.sentarahealthplans.com/providers>
- United Healthcare www.uhcprovider.com/
1-844-284-0149
- Dental Provider** 1-888-912-3456
DentaQuest