



Last Updated: 06/24/2024

## DMAS Pharmacy and Therapeutics (P&T) Committee Meeting Frequency

The purpose of this bulletin is to inform the provider community of the change in frequency of the DMAS P&T Committee meetings. The current bylaws state that P&T meetings are to be held at least biannually.

DMAS has made the decision to meet quarterly to allow for more regular review of new drugs and evidence to ensure that the Common Core Formulary (CCF) remains up to date with the latest evidence. The increased frequency will also ensure that all stakeholders stay informed on new medications and guidelines while promoting alignment between DMAS and their Managed Care Organizations (MCOs).

All DMAS meetings and their respective agendas will continue to be available to the public at: <https://townhall.virginia.gov//meetings.cfm>

### **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

##### **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.



# MEDICAID BULLETIN

**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%20of%20All-inclusive%20Care%20(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](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 Community Plan

1-800-881-2166 <https://www.sentarahealthplans.com/providers>

United Healthcare

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

**Dental Provider**  
DentaQuest

1-888-912-3456