



Last Updated: 06/25/2024

## Expansion of Virginia Board of Pharmacy Statewide Protocol coverage by DMAS when services are provided by a Pharmacist, Pharmacy Intern, or Pharmacy Technician

The purpose of this bulletin is to announce the expansion of services billed under [Virginia Board of Pharmacy Statewide Protocols](#) for pharmacists enrolled as providers with DMAS to fulfill requirements set forth by SB 1538 of the 2023 General Assembly. This expansion will allow for pharmacists enrolled with DMAS as providers to bill for services rendered under all Statewide Protocols Published as of 5-1-24.

DMAS Pharmacy Manual updates will be forthcoming and will outline billing codes that are covered as well as completion of the list of services covered under Statewide Protocols.

### **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.

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 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