



Last Updated: 07/08/2024

## Psychiatric Residential Treatment Facility (PRTFs), Addiction and Recovery Treatment Services (ARTS) Residential Services Rate Changes Effective July 1, 2024

The purpose of this bulletin is to notify providers that effective July 1, 2024, the rates for Psychiatric Residential Treatment Facilities (PRTFs) and Addiction and Recovery Treatment Services (ARTS) are updated in accordance with Items 288.HH.3 and 288.HH.5 of the 2024 Appropriation Act.

PRTF and ARTS facility rates effective July 1, 2024 may be found on the DMAS website at <https://dmas.virginia.gov/for-providers/rates-and-rate-setting/> in the PRTF/ARTS section under the Behavioral Health heading. ARTS rate increases will apply to American Society of Addictions Medicine (ASAM) Level 3.3, 3.5 and 3.7 residential treatment facility providers.

If you have any questions regarding PRTF or ARTS rates or upcoming reimbursement changes, please contact the DMAS Helpline at 1-800-552-8627.

DMAS and its Managed Care Organization (MCO) partners are diligently working on the implementation of new provider rates set forth in the 2024 Appropriation Act. The MCOs may need 30-60 days from 7/8/2024 to finish updating their systems with the new FY2025 rates. The MCOs will automatically reprocess any claims that paid using old rates within approximately 30 days after they finish updating their systems to the new rates.

Currently, providers have the option to bill MCOs immediately under old rates or delay billing until FY2025 rates are updated by the MCOs.

### 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](mailto: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/>

#### **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.

#### **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))



# MEDICAID BULLETIN

## **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