MEDICAID BULLETIN

Last Updated: 08/21/2024

Updates to Brain Injury Services (BIS) Targeted Case Management (TCM)

The purpose of this bulletin is to notify providers that DMAS is now allowing providers licensed by the Department of Behavioral Health and Developmental Services to be providers of brain injury services case management. This will allow Community Services Boards and Behavioral Health Authorities to support the BIS TCM program and help facilitate the BIS TCM program's implementation.

DMAS implemented the Brain Injury Services Targeted Case Management program in accordance with <u>House Bill 680</u> of the 2022 legislative session and the <u>2022 Appropriations Act</u>. Brain Injury Services Case Management is designed to provide service coordination and person-centered planning with members 18 and older who have sustained a traumatic brain injury.

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 <u>HERE</u>.

These changes will also be communicated in a forthcoming Brain Injury Case Management Services provider manual supplement update posted in the MES Provider Manual Library under the CCC+ Waiver, DD waiver, and ART Services manuals HERE.

PROVIDER CONTACT INFORMATION & RESOURCES

Virginia Medicaid Web Portal Automated Response System (ARS)

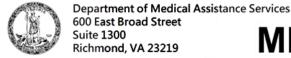
Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

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



https://dmas.virginia.gov

MEDICAID BULLETIN

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

https://www.dmas.virginia.gov/appeals/

register for the portal. **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 https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/ **Managed Care**

PACE Program of All-inclusive Care (virginia.gov)

Acentra Health

Behavioral Health

https://vamedicaid.dmas.virginia.gov/sa Services

In-State: 804-270-5105

Provider Enrollment Out of State Toll Free: 888-829-5373

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE

Monday-Friday 8:00

1-804-786-6273 a.m.-5:00 p.m. For provider use only, have 1-800-552-8627 Medicaid Provider ID

Number available.

Aetna Better Health of https://www.aetnabetterhealth.com/virginia/providers/index.html

1-800-279-1878 Virginia

Anthem HealthKeepers http://www.anthem.com/

Plus 1-800-901-0020

Molina Complete Care 1-800-424-4524 https://www.molinahealthcare.com/providers/va/medicaid/home.aspx

1-800-881-2166 https://www.sentarahealthplans.com/providers Sentara Community Plan

United Healthcare www.uhcprovider.com/

1-844-284-0149

Dental Provider

1-888-912-3456

DentaQuest