



Last Updated: 09/12/2024

## End of COVID-19 Flexibilities: Vaccines and Testing Effective October 1, 2024

The purpose of this bulletin is to inform providers of the changes to COVID-19 vaccines and COVID-19 testing policies based on the September 30, 2024, end to federal funding for COVID-19 flexibilities. These changes apply to all DMAS fee-for-service (FFS) and all contracted managed care organizations.

1. Effective October 1, 2024, DMAS will continue to reimburse all ACIP approved commercially available COVID-19 vaccines. The enhanced \$40 vaccine administration fee for pharmacy providers will be discontinued. Vaccine administration fee will be reimbursed at our customary rate for all providers.
2. Effective October 1, 2024, DMAS will no longer reimburse COVID-19 at home, self swab testing products. Rapid COVID-19 tests and Polymerase chain reaction (PCR tests) COVID-19 tests will be covered by providers as listed below:

	SELF SWAB COVID-19 TESTS	RAPID and PCR COVID-19 TESTS
At home	NO	
Pharmacies	NO	
Medical Providers		YES
FQHC		YES
Clinics		YES

\*The Federal government will resume offering up to four free at-home COVID-19 test using the [COVIDtests.gov](https://COVIDtests.gov) website in late September 2024.

3. Currently Lagevrio is an investigational drug without FDA approval, Without FDA approval, Lagevrio will not be covered under the Medicaid pharmacy or medical benefit.

### **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](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 <https://www.aetnabetterhealth.com/virginia/providers/index.html>  
1-804-786-6273  
1-800-552-8627  
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