



Last Updated: 11/19/2024

Transition of Service Authorization from DMAS to Acentra Health - effective December 1, 2024

The purpose of this bulletin is to inform providers that effective December 1, 2024 Organ Transplants and BabyCare Homemaker service authorization reviews will transition to Acentra Health for fee for service (FFS) service authorization.

The DMAS Medical Services Unit will accept requests for organ transplants through November 30, 2024. DMAS's Health Care Services Division will accept requests for BabyCare Homemaker services through November 30, 2024.

Starting December 1, 2024 requests for organ transplants and BabyCare Homemaker Services for fee for service members must be submitted to Acentra Health through Acentra's secure portal Atrezzo Next Generation (ANG). Providers can log into ANG here <https://portal.kepro.com/Login/Login>

Health Departments will request extensions for BabyCare services, on behalf of the provider, when 124 hours within 31 days is exceeded.

Providers must be registered in ANG before submitting requests. Here is the link to How to Register for ANG [VA DMAS Atrezzo Provider Portal Administrator Training](#)

DMAS Covered Organ Transplants	Request with Service Type 0300	Age <21	Age ≥21
38240 - Hematopoietic progenitor cell (HPC); allogeneic transplantation per donor	BMT Bone Marrow (includes stem cells)	Yes	With Diagnosis of Myeloma, Lymphoma, Breast cancer, Leukemia, Aplastic Anemia, Heritable Bone Marrow Syndrome, Paroxysmal Nocturnal Hemoglobinuria, Beta Thalassemia major or Sickle Cell Disease
38241 - autologous transplantation			
38242 - Allogeneic lymphocyte infusions			



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33945 - Heart transplant, with or without recipient cardiectomy	Heart	Yes	Yes
33927 - Implantation of a total replacement heart system (artificial heart) with recipient cardiectomy	Artificial Heart	Yes	Yes
47135 - Liver allotransplantation, orthotopic, partial or whole, from cadaver or living donor, any age	Liver	Yes	Yes
47136 - Liver allotransplantation; heterotopic, partial or whole, from cadaver or living donor, any age			
50360 - Renal allotransplantation, implantation of graft; without recipient nephrectomy	Kidney	Yes	Yes
50365 - with recipient nephrectomy			
44135 - Intestinal allotransplantation; from cadaver donor	Small Bowel	Yes	No
44136 - from living donor			
48554 - Transplantation of pancreatic allograft			
48160 - Pancreatectomy, total or subtotal, with autologous transplantation of pancreas or pancreatic islet cells	Pancreas	Yes	No
32851 - Lung transplant, single; without cardiopulmonary bypass			
32852 - with cardiopulmonary bypass	Lung	Yes	Yes
32853 - Lung transplant, double (bilateral sequential or en bloc); without cardiopulmonary bypass			
32854 - with cardiopulmonary bypass			
BabyCare Homemaker Services	Request under service type 0052		
S5130 - Homemaker services; nos; per 15 min	Service Authorization is only required when the member requires more than 496 units within 31 calendar days	Provider must request service and bill in 15 min increments. Example: if homemaker is present 2 hours, request and bill 8 units.	
	1 unit = 15 mins		



Additional notes for DMAS covered organ transplants

- 1) Providers must always obtain 2 service authorizations for transplants
 1. SA for the organ transplantation - (requested first) under service type 0300
 2. SA for the hospital stay - (requested second) under service type 0400;providers are to use the same case ID for the organ transplant and the inpatient hospital stay
 3. Hospital SA request must contain the Organ Transplant Case ID in the "Notes Field" in ANG.
- 2) DMAS covers corneal transplants, however these do not require service authorization
- 3) The DMAS Hospital and Practitioner Manuals, Ch V and SA Appendixes are located here [Hospital | MES \(virginia.gov\)](#) and here [Practitioner | MES \(virginia.gov\)](#)
There is no change to the billing process.
- 4) Acentra Health utilizes Change Healthcare InterQual criteria, pediatric and adult, for organ transplants

In-State, Border State, and Out of State Requests for Organ Transplants

Providers enrolled as in-state providers, or border providers must submit requests to Acentra Health via ANG.

Providers enrolled as out of state providers must submit via fax to DMAS Medical Support Unit (MSU) @ 804-452-5450.

To determine if you are an in-state, border state, or out of state, providers can contact DMAS's PRSS contractor Gainwell Technologies at the following methods

Phone: 804-270-5105 or 888-829-5373

Email: VAMedicaidProviderEnrollment@GainwellTechnologies.com

BabyCare Homemaker Services

Health Departments will request services on behalf of the servicing provider. When the pregnant or post partum member requires physician ordered homemaker services in excess of 496 units within a 31 calendar day period, the Health Department will submit a request to Acentra Health, along with the homemaker provider's NPI for service authorization. The physician's order or letter of medical necessity must include an end date for homemaker services and uploaded in the ANG portal.

To avoid disruption to claims payment through FFS and the MCOs providers must periodically check the DMAS provider portal, also known as the Provider Services Solution (PRSS), to ensure that the provider's enrollment, contact information, and license information is up to date, for all of the provider's respective service locations. Under federal rules, MCOs and DMAS are prohibited from paying claims to network providers who are not enrolled in PRSS. Additional information is provided on the [MCO Provider Network Resources webpage](#) and includes links to resources, tutorials and contact information to reach Gainwell with any provider enrollment or revalidation related questions.

Dental providers should continue to enroll directly through the DMAS Dental Benefits Administrator, DentaQuest.



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%20of%20All-inclusive%20Care%20(virginia.gov))

Provider Enrollment

In-State: 804-270-5105
Out of State Toll Free: 888-829-5373
Email: 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>



Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

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- United Healthcare** www.uhcprovider.com/
1-844-284-0149
- Dental Provider** 1-888-912-3456
DentaQuest
- Fee-for-Service (POS)** <https://www.virginiamedicaidpharmacyservices.com/>
Prime Therapeutics 1-800-424-4046
- Acentra Health** <https://vamedicaid.dmas.virginia.gov/sa>
Behavioral Health and 1-804-622-8900
Medical Service
Authorizations
- Fee-for-Service (POS)** <https://www.virginiamedicaidpharmacyservices.com/>
Prime Therapeutics 1-800-424-4046