MEDICAID BULLETIN

Last Updated: 06/23/2025

Personal Care Rate Updates Effective July 1, 2025

The purpose of this bulletin is to notify providers that effective for services provided on or after July 1, 2025, the rates for personal care services will be updated in accordance with Item 288.GGGG.2 of the 2025 Virginia Acts of Assembly. Please find the new rates for personal care in the tables below.

Agency Directed				
Procedure Code	Service	Region	Rates Effective 7/1/2025	
T1019	Personal Care	NOVA	\$23.81	
T1019	Personal Care	ROS	\$20.23	
T1005	Respite Care	NOVA	\$23.81	
T1005	Respite Care	ROS	\$20.23	
S5135	Companion Care	NOVA	\$23.81	
S5135	Companion Care	ROS	\$20.23	

Consumer Directed					
Procedure Code	Service	Region	Rates Effective 7/1/2025		
S5126	Personal Care	NOVA	\$17.97		
S5126	Personal Care	ROS	\$13.88		
S5150	Respite Care	NOVA	\$17.97		
S5150	Respite Care	ROS	\$13.88		
S5136	Companion Care	NOVA	\$17.97		
S5136	Companion Care	ROS	\$13.88		

SFY 2026 Rate Notification

This bulletin serves as the official notification that rates for SFY 2026 are posted on the DMAS website. Procedure code rates may be found on the DMAS website at https://dmas.virginia.gov/for-providers/rates-and-rate-setting/. Corrections or revisions will be noted at the bottom of the official rate sheet.

If you have any questions regarding rates, please call the provider helpline at 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 2025 Appropriation Act. As these rates are legislatively mandated and will be incorporated into the FY2026 CCMC capitation rates, MCOs are required to increase their reimbursement to providers at the same percentage

https://dmas.virginia.gov



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increase as reflected in the revised FFS rates. The MCOs may need 30-60 days from 6/19/2025 to finish updating their systems with the new FY2026 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 FY2026 rates are updated by the MCOs.

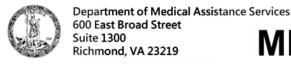
Appeals Information

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 <u>appeals@dmas.virginia.gov</u>; 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.

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



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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.

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

1-800-884-9730 or 1-800-772-9996

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

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.

Medicall (Audio Response System) Member eligibility,

claims status, payment status, service limits, service authorization status, and remittance

advice.

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.

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

https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/

PACE

Program of All-inclusive Care (virginia.gov)

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

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

http://www.anthem.com/

1-800-901-0020 **HealthKeepers Plus**



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Humana Healthy 1-844-881-4482 (TTY: 711)

https://provider.humana.com/medicaid/virginia-medicaid **Horizons**

Provider Services Call

Center

Molina Complete Care 1-800-424-4518

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/

Acentra Health https://vamedicaid.dmas.virginia.gov/sa

Behavioral Health and

Medical Service **Authorizations**

1-804-622-8900

1-844-284-0149

Dental Provider

1-888-912-3456

DentaQuest

Fee-for-Service (POS) https://www.virginiamedicaidpharmacyservices.com/

1-800-932-6648 **Prime Therapeutics**