



Last Updated: 03/11/2026

Updates to Department of Behavioral Health and Developmental Services (DBHDS) licensing of Multisystemic Therapy (MST) providers and DMAS Enrollment

The purpose of this bulletin is to inform Multisystemic Therapy (MST) providers enrolled in the DMAS Provider Enrollment System with a provider type of 156 or 456 and provider specialty 922, of upcoming DBHDS licensing changes. DBHDS will transition all providers of MST services from the Intensive In-Home license (05-001) to the Mental Health Outpatient license (07-003) by March 31, 2026. These changes are outlined in a DBHDS memorandum available [here](#).

DMAS and the DMAS enrollment contractor will complete the work necessary to update DBHDS licenses for MST providers in the DMAS' Provider Services Solution (PRSS). No provider action is necessary at this time.

Provider participation requirements for Medicaid reimbursement of MST services require all MST providers to maintain both their license with DBHDS and an active program certification with MST Services Inc., as listed on Virginia's Evidence-based Programs Finder (www.ebpfinder.org). Specific MST program and provider requirements are located in the Intensive Community Based Support - Youth Appendix (Appendix D) of the Mental Health Services Manual which is being updated to reflect the new March 31, 2026 DBHDS license requirement for MST providers.

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/>



MEDICAID BULLETIN

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

In-State: 804-270-5105
Out of State Toll Free: 888-829-5373
Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider Enrollment

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/>

HealthKeepers Plus

1-800-901-0020

Humana Healthy

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

Horizons

<https://provider.humana.com/medicaid/virginia-medicaid>

Provider Services Call Center

Sentara Community Plan

1-800-881-2166 <https://www.sentarahealthplans.com/providers>

United Healthcare

www.uhcprovider.com/

1-844-284-0146

Acentra Health

Behavioral Health and Medical Service Authorizations

<https://vamedicaid.dmas.virginia.gov/sa>

1-804-622-8900

Dental Provider

DentaQuest

1-888-912-3456

Fee-for-Service (POS)

Prime Therapeutics

<https://www.virginiamedicaidpharmacyservices.com/>

1-800-932-6648

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