



Last Updated: 05/04/2026

Taxonomy Updates for ARTS Residential Services

The purpose of this bulletin is to update Addiction and Recovery Treatment Services (ARTS) providers concerning the appropriate taxonomies that should be used for certain ARTS residential services.

This guidance impacts ARTS providers of the following levels of care:

1. ARTS 3.7 - Medically Monitored Intensive Inpatient Services (Adult)/Medically Monitored High-Intensity Inpatient Services (Adolescent)
2. ARTS 3.5 - Clinically Managed High-Intensity Residential Services (Adult)/Medium Intensity (Adolescents)
3. ARTS 3.3 - Clinically Managed Population-Specific High Intensity Residential Services (Adults)

Effective May 1, 2026, taxonomy code 320600000X will be discontinued for ARTS provider enrollment. ARTS providers will instead utilize the following taxonomies for these levels of care:

- 324500000X – Substance Abuse Rehabilitation Facility
- 3245S0500X – Substance Abuse Treatment, Children

No action is required by providers. For providers already using 324500000X or 3245S0500X for these services, the only change has been to remove the 320600000X taxonomy.

Providers who have been using 320600000X for these services have had their provider enrollments updated to add the 324500000X or 3245S0500X taxonomy as appropriate.

The Behavioral Health Services Taxonomy and Provider Enrollment Detail and Behavioral Health Service Authorization Grid documents, which are available on MES, have been

updated to reflect these changes. Please refer to these documents, as well as your enrollment information in PRSS, for more information concerning how to bill these ARTS

services.

If you have questions, please contact the ARTS team at SUD@dmas.virginia.gov.

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/pace/)

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

<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



MEDICAID BULLETIN

Acentra Health <https://vamedicaid.dmas.virginia.gov/sa>
Behavioral Health and Medical Service 1-804-622-8900
Authorizations
Dental Provider 1-888-912-3456
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Fee-for-Service (POS) <https://www.virginiamedicaidpharmacyservices.com/>
Prime Therapeutics 1-800-932-6648

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

<https://dmas.virginia.gov>

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