



Last Updated: 05/04/2026

## Behavioral Health Services Redesign Implementation Date Change

The purpose of this bulletin is to provide an update on Virginia Medicaid's redesign of Community Mental Health Rehabilitative Services (CMHRS) which was authorized by the General Assembly in 2024. The redesigned services were originally planned to start on July 1, 2026, however, the start date will be delayed due to changes proposed during the current General Assembly session. DMAS will communicate the new implementation date to providers in an upcoming bulletin as soon as possible following the conclusion of the state budget process. All current Medicaid CMHRS will remain in effect until the redesign services are implemented.

### **Additional Information**

The redesign includes the retirement of four Medicaid CMHRS:

- Intensive In-Home Services
- Therapeutic Day Treatment
- Mental Health Skill Building Services
- Psychosocial Rehabilitation

The new services which will be implemented are:

- Community Psychiatric Support and Treatment (CPST) - Adult, Community
- Community Psychiatric Support and Treatment (CPST) - Youth, Community
- Community Psychiatric Support and Treatment (CPST) - Youth, School Setting
- Coordinated Specialty Care for First Episode Psychosis
- Mental Health Clubhouse Services



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A standardized assessment, The Virginia Comprehensive Assessment of Needs and Strengths (CANS Lifetime), and new Level of Need Model will also be implemented as part of redesign.

Additional details including draft manuals, presentations and a frequently asked questions (FAQ) document are located [here](#). Information related to Department of Behavioral Health and Developmental Services (DBHDS) licensing will be communicated directly to current providers by DBHDS and will be posted [here](#).

Providers can direct questions related to Behavioral Health Services Redesign to the DMAS Behavioral Health Division at [enhancedbh@dmas.virginia.gov](mailto:enhancedbh@dmas.virginia.gov). In addition, DMAS hosts Provider Open Office Hours dedicated to Behavioral Health Services Redesign questions from providers twice a month. Information on accessing these office hours is located [here](#).

**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 (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/>



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## 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

### Provider Enrollment

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.

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

### Humana Healthy Horizons

Provider Services Call  
Center

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

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

### Sentara Community Plan

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

### United Healthcare

[www.uhcprovider.com/](http://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