



Last Updated: 05/18/2026

DMAS-80 and DMAS 421A Fax Retirement

The purpose of this bulletin is to notify providers of upcoming changes regarding the processes related to the Virginia Nursing Facility Admission, Discharge & Level of Care Change Form (DMAS-80). Effective June 30, 2026, the DMAS fax number (804-452-5456) used for submission of issues related to the DMAS-80, DMAS-421A, and admission packages for state-owned nursing facilities (NFs) will be retired and no longer monitored by DMAS staff.

All submissions related to nursing facility, hospice, and state-owned NF admissions, discharges, level of care changes, and hospice level of care inquiries must be sent to nfportalenries@dmas.virginia.gov.

All protected health information (PHI) must be sent securely. If you do not have an encryption service, please send a secure email request to the email box.

Please be advised that all nursing facilities (NFs) and hospice providers are required to submit their own level of care entries for Fee-For-Service (FFS) members through the MES portal. In accordance with DMAS-80 instructions, a screenshot of any portal error message must be included for inquiries to be processed. Requests submitted with incomplete or inaccurate DMAS-80 forms or without submission of a screenshot of the error message will not be fulfilled.

All Managed Care Organizations (MCOs) should continue to utilize nfportalenries@dmas.virginia.gov for level of care requests. A screenshot of any error message from the MES portal must be included with all inquiries

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>
Prior Auth requests can be faxed or called to the following numbers:
Phone: 1-800-279-1878
Med4/ FAMIS Fax: 1-866-669-2454
CCC Plus Fax: 1-855-661-1828

Anthem HealthKeepers Plus

<http://www.anthem.com/>
Prior Authorization information can be found here: <https://providers.anthem.com/virginia-provider/resources/prior-authorization-requirements>
Call Provider Services: 1-800-901-0020 TTY: 711
Fax medical prior authorization request forms to:
Inpatient fax: 1-866-920-4095
Outpatient fax: 1-800-964-3627
LTSS fax: 1-844-864-7853



MEDICAID BULLETIN

Humana Healthy

Horizons

Provider Services Call
Center

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

Prior Authorization information can be found here:

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

Submit request via Availaty porta, phone or fax:

Phone requests:

1-855-223-9868 or 1-844-881-4482 (TTY: 711)

Fax complete form to:

1-877-486-2621.

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

Submit authorizations via portal or phone

Portal information can be found

here: <https://www.sentarahealthplans.com/en/providers/claims-authorizations/authorizations>

Phone request:

1-757-552-7474 or 1-800-229-8822

United Healthcare

www.uhcprovider.com/

1-844-284-0146

To notify UHC or request a medical prior authorization:

Portal information can be found here: UHCprovider.com/priorauth

or call provider services 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