



Last Updated: 07/07/2026

Community Stabilization Coverage Change and Mobile Crisis Response Policy Change

Items 291.KKKKK and 291.LLLLL of the 2026 Appropriation Act require the Department of Medical Assistance Services (DMAS) to end coverage of the Community Stabilization (S9482) service and to change the per encounter service limit of Mobile Crisis Response (H2011) from eight hours to four hours per encounter. DMAS is taking steps to obtain approval from the Centers for Medicare and Medicaid Services (CMS) for these changes and to provide additional policy guidance regarding the changes to service limits in Mobile Crisis Response. The end date of Community Stabilization and the effective date for the Mobile Crisis Response policy change will be announced in a subsequent notice.

The following is the language included in the 2026 Appropriation Act:

Item 291.KKKKK. The Department of Medical Assistance Services shall limit mobile crisis services payments to four hours per incident. In addition, DMAS shall only reimburse DBHDS licensed and approved mobile crisis providers contracted with community services boards. The department shall promulgate emergency regulations to implement these changes within 280 days or less from the enactment of this act. The department shall implement this change upon federal approval and prior to the completion of any regulatory process undertaken in order to effect such change.

Item 291.LLLLL. The Department of Medical Assistance Services shall seek federal authority through the necessary waiver(s) and/or state plan amendments under Titles XIX and XXI of the Social Security Act to eliminate the community stabilization service effective July 1, 2026. The department shall promulgate emergency regulations to implement this change within 280 days or less from the enactment of this act. The department shall implement this change upon federal approval and prior to the completion of any regulatory process undertaken in order to effect such change.

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.virginiamanagedcare.com/en>
[Program of All-inclusive Care](#)

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>

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

<http://www.anthem.com/>

Anthem HealthKeepers Plus

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>

Sentara Community Plan

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

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

1-804-622-8900

Acentra Health

Behavioral Health and Medical Service Authorizations

1-888-912-3456

Dental Provider

DentaQuest

Fee-for-Service (POS)

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

Prime Therapeutics

1-800-932-6648