



Department of Medical Assistance Services  
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<https://dmas.virginia.gov>

## **MEDICAID MEMO**

# **CareNet/Southern Health Services, Inc. MCO Plan Exits From Eleven (11) Localities — Effective September 1, 2010**

**Last Updated: 03/09/2022**



## CareNet/Southern Health Services, Inc. MCO Plan Exits From Eleven (11) Localities — Effective September 1, 2010

The purpose of this memorandum is to advise you of changes to the Medicaid, FAMIS Plus, and FAMIS Managed Care programs, effective September 1, 2010. CareNet/Southern Health Services, Inc. notified the Department of Medical Assistance Services (DMAS) that they will be leaving eleven (11) localities, effective September 1, 2010. The localities include:

Albemarle County	Fluvanna County	Orange County
Augusta County	Greene County	Staunton County
Buckingham County	Louisa County	Waynesboro County
Charlottesville County	Nelson County	

### **All Affected Counties**

Medicaid and FAMIS Plus individuals enrolled in CareNet/Southern Health Services, Inc. in these localities will go to fee-for-service as of September 1, 2010. They will receive services through Medicaid's fee-for-service program until the pre-assignment and assignment processes are completed. Enrollment into a new health plan will not be effective until October 1, 2010.

Depending on the MCO option in each locality, members will be able to choose between at least two of the following plans: Anthem Healthkeepers Plus, Optima Family Care, Virginia Premier Health Plan, Inc. and/or AMERIGROUP Community Care. Please refer to the DMAS website under Managed Care/Medallion II at [http://dmasva.dmas.virginia.gov/Content\\_pgs/mc-medallion2.aspx](http://dmasva.dmas.virginia.gov/Content_pgs/mc-medallion2.aspx) for health plans participating in your area after September 1, 2010.

FAMIS and FAMIS MOMS enrollees residing in these localities will be moved from CareNet/Southern Health Services, Inc. to another available health plan effective September 1, 2010, with no break in managed care coverage. These enrollees may contact the FAMIS Central Processing Unit (CPU) at 1-866-873-2647 (TDD: 1-888-221-1590) for information on



other available options.

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### **Newborn Coverage for All Eleven (11) Localities**

Consistent with existing guidelines, newborns born on or before August 31, 2010, to CareNet/Southern Health will be covered for the birth month plus two additional months. Therefore, providers rendering services to babies born on or before August 31, 2010, to eligible CareNet/Southern Health mothers should bill CareNet/Southern Health where the date of service falls within the birth month plus 2 months timeframe.

### **Impact on Providers**

*Providers should verify eligibility and MCO enrollment prior to each service being rendered. Eligibility verification information is provided at the end of this memo.*

If you wish to consider contracting with any of the other MCOs operating in these areas, contact information for the MCOs is provided below:

#### MCO Provider Services Contact Information

Anthem	1-800-901-0020	<a href="http://www.anthem.com">www.anthem.com</a>
Healthkeepers Plus		
Optima Family Care	1-800-229-8822	<a href="http://www.Optimahealth.com">www.Optimahealth.com</a>
Virginia Premier Health Plan, Inc.	1-800-727-7536	<a href="http://www.vapremier.com">www.vapremier.com</a>
Amerigroup Community Care	1-800-454-3730	<a href="http://www.myamerigroup.com">www.myamerigroup.com</a>



## **Impact on Enrollees**

All affected individuals have been notified via letter of these changes. All Medicaid and FAMIS Plus recipients enrolled in a managed care program may contact the Managed Care HelpLine at 1-800-643-2273 (TDD: 1-800-817- 6608) or find more information about Managed Care at [http://dmasva.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx) on the DMAS website.

FAMIS and FAMIS MOMS enrollees should contact the FAMIS Central Processing Unit at 1-866-873-2647 (TDD: 1-888-221-1590) for assistance with choosing a MCO or visit the website at [www.famis.org](http://www.famis.org).

## **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.