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Last Updated: 07/08/2022

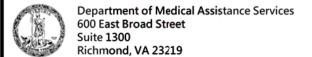
Updates to the HCBS Developmental Disability Waivers Manual Chapter 2

The purpose of this memorandum is to notify the Home and Community Based Developmental Disabilities Waiver service providers and support coordinators of the clarifications and changes to the Developmental Disabilities Services manual – Chapter 2.

The provider participation requirements outlined in Chapter 2, required an additional four (4) services inadvertently omitted from the original published version of February 10, 2022. These services are now listed for public comment from page(s) 65 –79 to the end of the document, under the Self-Directed and Agency-Directed Services as follows:

- Companion Services
- Personal Assistance Services
- · Respite Services; and
- Services Facilitation

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.	www.virginiamedicaid.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
KEPRO Service authorization information for fee-for-service members.	https://dmas.kepro.com/
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

Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), 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.

described for Medicald fee-for-service individuals.	
http://www.dmas.virginia.gov/#/med4	
http://www.dmas.virginia.gov/#/cccplus	
http://www.dmas.virginia.gov/#/longtermprograms	
www.MagellanHealth.com/Provider	
For credentialing and behavioral health service	
<u>information, visit:</u>	
www.magellanofvirginia.com, email:	
<u>VAProviderQuestions@MagellanHealth.com,or</u>	
Call: 1-800-424-4046	
1-804-786-6273	
1-800-552-8627	
1 000 332 0027	
www.aetnabetterhealth.com/Virginia	
1-800-279-1878	
www.anthem.com/vamedicaid	
1-800-901-0020	
1-800-424-4524 (CCC+)	
1-800-424-4518 (M4)	
1-800-881-2166 www.optimahealth.com/medicaid	
www.Uhccommunityplan.com/VA	
and <u>www.myuhc.com/communityplan</u>	
1-844-752-9434, TTY 711	
1-800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>	