



Last Updated: 07/08/2022

Changes to the Provider Portal- Electronic Funds Transfer, Primary Account Holder, and Inactive Accounts

The purpose of this bulletin is to inform providers of changes being made to the DMAS Provider Portal related to inactive provider accounts, provider electronic funds transfer (EFT) change requests, and primary account holder (PAH) change requests. The changes outlined are all effective February 24, 2020.

All provider requests to update Electronic Funds Transfer information must be submitted via paper submission only using the **"EFT"** form. Providers will no longer be able to make changes to this information via the provider portal after initial registration.

All requests to change/update a provider's Primary Account Holder must be submitted via paper submission only using the **"PAH"** form. The DMAS Provider Helpline will no longer be able to make changes to a primary account holder's information. Both the "EFT" and "PAH" forms have been updated and are available at <http://www.virginiamedicaid.dmas.virginia.gov>.

Additionally, all account logins that have not had any activity within a 90-day period will be automatically de-activated. All account logins that have not had any activity within a 120-day period will be deleted. If an account is deactivated or deleted, please contact the provider's primary account holder (PAH) or organization administrator (Org Admin) to assist with updating the account. If the PAH or Org Admin experiences issues, please contact the DMAS Web Support Helpline at 866-352-0496.

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Medicaid Expansion Eligibility Verification

Medicaid coverage for the new expansion adult group began January 1, 2019. Providers may use the Virginia Medicaid Web Portal and the Medicaid audio response systems, as shown in the table below, to verify Medicaid eligibility and managed care enrollment, including for the new adult group. In the Virginia Medicaid Web Portal, individuals eligible in the Medicaid expansion covered group are shown as "MEDICAID EXP." If the individual is enrolled in managed care, the "MEDICAID EXP" segment will be shown as well as the "MED4" (Medallion 4.0) or "CCCP" (CCC Plus) managed care enrollment segment. Eligibility and managed care enrollment information is also available through the DMAS Medicaid eligibility verification system. Additional Medicaid expansion resources for providers are available on the DMAS Medicaid Expansion webpage



Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

MEDICAID MEMO

at: <http://www.dmas.virginia.gov/#/medex>.

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://providerportal.kepro.com
Managed Care Programs Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and the 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.	
Medallion 4.0 Managed Care Program	http://www.dmas.virginia.gov/#/med4
CCC Plus Managed Care Program	http://www.dmas.virginia.gov/#/cccplus
PACE Program	http://www.dmas.virginia.gov/#/longtermprograms



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**Magellan
Behavioral Health**

Behavioral Health
Services
Administrator, check
eligibility, claim
status, service
limits, and service
authorizations for
fee-for-service
members.

www.MagellanHealth.com/Provider
[For credentialing and behavioral health service
information, visit:](#)
www.magellanoftv.com, email:
VAProviderQuestions@MagellanHealth.com, or
call: 1-800-424-4046

**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