



Last Updated: 10/13/2022

Updates to the Private Duty Nursing Chapter of the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Supplement

The Department of Medical Assistance services (DMAS) has updated the Private Duty Nursing Chapter of the Early Periodic Screening Diagnosis and Treatment (EPSDT) Supplement. The updates: 1) clarify Registered Nurse and Licensed Practical Nurse training and experience requirements for Private Duty Nursing (PDN); and 2) include guidance on PDN service authorization submission requirements in cases wherein a PDN agency is not able to adequately staff hours specified in a member's plan of care.

| PROVIDER CONTACT INFORMATION & RESOURCES | |
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| 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 |
| 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.

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| Medallion 4.0 | http://www.dmas.virginia.gov/#/med4 |
| CCC Plus | http://www.dmas.virginia.gov/#/cccplus |
| PACE | http://www.dmas.virginia.gov/#/longtermprograms |
| 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.magellanoftexas.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 |
| Aetna Better Health of Virginia | www.aetnabetterhealth.com/Virginia 1-800-279-1878 |
| Anthem HealthKeepers Plus | www.anthem.com/vamedicaid 1-800-901-0020 |
| Molina Complete Care | 1-800-424-4524 (CCC+) 1-800-424-4518 (M4) |
| Optima Family Care | 1-800-881-2166 www.optimahealth.com/medicaid |
| United Healthcare | www.Uhccommunityplan.com/VA and www.myuhc.com/communityplan 1-844-752-9434, TTY 711 |
| Virginia Premier | 1-800-727-7536 (TTY: 711), www.virginiapremier.com |