



Last Updated: 05/17/2023

Update to Psychiatric Services Manual Chapter 2

The purpose of this memorandum is to notify providers that updates have been made to Chapter 2 of the Psychiatric Services Manual.

This manual update includes the following changes:

- Updated “boilerplate” text that applies to all manuals appears on pages 1 - 15.
- Updated manual-specific text on pages 15 - 27.

| PROVIDER CONTACT INFORMATION & RESOURCES | |
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| <p>Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p> | <p>https://vamedicaid.dmas.virginia.gov/</p> |
| <p>Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p> | <p>1-800-884-9730 or 1-800-772-9996</p> |
| <p>KEPRO Service authorization information for fee-for-service members.</p> | <p>https://dmas.kepro.com/</p> |
| <p>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.</p> | <p>https://www.dmas.virginia.gov/appeals/</p> |



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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/#/longtermpograms |
| 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 behavioral health service information, visit: www.magellanofvirginia.com , email: VAProviderQuestions@MagellanHealth.com , or Call: 1-800-424-4046 |
| Provider Enrollment | In-State: 804-270-5105 Out of State Toll Free: 888-829-5373 Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com |
| 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 1-855-270-2365 1-866-386-7882 (CCC+) |
| Anthem HealthKeepers Plus | www.anthem.com/vamedicaid 1-833-207-3120 1-833-235-2027 (CCC+) |
| Molina Complete Care | 1-800-424-4524 (CCC+) 1-800-424-4518 (M4) |
| Optima Family Care | 1-800-643-2273 1-844-374-9159 (CCC+) www.optimahealth.com/medicaid |
| United Healthcare | www.Uhccommunityplan.com/VA www.myuhc.com/communityplan 1-844-284-0149 1-855-873-3493 (CCC+) |
| Virginia Premier | 1-800-727-7536 (TTY: 711), www.virginiapremier.com |
| Dental Provider DentaQuest | 1-888-912-3456 |