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Last Updated: 06/05/2023

Update to LTSS Services Manual Chapter 5

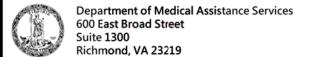
The purpose of this memorandum is to notify providers that updates have been made to Chapter 5 of the LTSS Screening Manual.

This manual update includes the following changes:

DROVIDED CONTACT INFORMATION C DECOURCE

- Updated text related to billing.
- Removed out-of-date text.

PROVIDER CONTACT INFORMATION & RESOURCES		
www.virginiamedicaid.dmas.virginia.gov		
1-800-884-9730 or 1-800-772-9996		
latter a Walnus and Laurens and L		
https://dmas.kepro.com/		
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	www.MagellanHealth.com/Provider
Behavioral Health Services	For credentialing and behavioral health service
Administrator, check eligibility,	<u>information, visit:</u>
claim status, service limits, and	<u>www.magellanofvirginia.com</u> , email:
service authorizations for fee-	VAProviderQuestions@MagellanHealth.com,or
for-service members.	Call: 1-800-424-4046
Provider HELPLINE Monday-Friday 8:00 a.m5:00 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), <u>www.virginiapremier.com</u>