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Last Updated: 06/12/2023

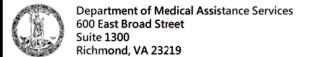
Updates to Residential Treatment Services Manual Chapter 6

The purpose of this memorandum is to notify providers that updates have been made to Chapter 6 of the Residential Treatment Services Manual.

This manual update includes the following changes:

- Updated "boilerplate" text that applies to all manuals appears on pages 1 8.
- Manual-specific text on pages 8 17 has been updated with clarifications and for consistency with other manual chapters.

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.	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.

described for Medicald fee-for-service individuals.	
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 behavioral health service information,
Administrator, check eligibility,	<u>visit:</u>
claim status, service limits, and	<u>www.magellanofvirginia.com</u> , email:
service authorizations for fee-for-	VAProviderQuestions@MagellanHealth.com,or
service members.	Call: 1-800-424-4046
	In-State: 804-270-5105
Provider Enrollment	Out of State Toll Free: 888-829-5373
	Email:
	<u>VAMedicaidProviderEnrollment@gainwelltechnologies.com</u>
Provider HELPLINE	
Monday-Friday 8:00 a.m5:00	1-804-786-6273
p.m. For provider use only, have	1-800-552-8627
Medicaid Provider ID Number	
available.	
Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia
	1-855-270-2365
A 11 11 11 11 11 11 11 11 11 11 11 11 11	1-866-386-7882 (CCC+)
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid
	1-833-207-3120
Malina Complete Care	1-833-235-2027 (CCC+) 1-800-424-4524 (CCC+)
Molina Complete Care	· · ·
Optima Family Care	1-800-424-4518 (M4) 1-800-643-2273
Optima Family Care	1-800-643-2273 1-844-374-9159 (CCC+)
	www.optimahealth.com/medicaid
United Healthcare	www.Uhccommunityplan.com/VA
Officed HealthCare	www.myuhc.com/communityplan
	1-844-284-0149
	1-855-873-3493 (CCC+)
Virginia Premier	1-800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>
Dental Provider	1-888-912-3456
DentaQuest	
	4