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MEDICAID MEMO

Last Updated: 06/30/2023

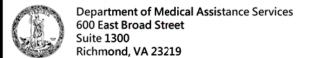
Updates to the Pharmacy Provider Manual Appendix D and E

The purpose of this memorandum is to notify providers of the revisions to Appendix D and Appendix E in the pharmacy manual.

Appendix D includes information regarding updates to the Virginia Medicaid's Preferred Drug List (PDL) or Common Core Formulary and fee-for-service (FFS) drug service authorization requirements for drugs reviewed by the Department's Pharmacy and Therapeutics Committee and the Drug Utilization Review (DUR) Board. This revision includes changes to the PDL/Common Core Formulary and 90-day list effective July 1, 2023, and new drugs reviewed by the DUR Board since the last manual update on December 5, 2022.

Appendix E includes all medications which may be dispensed as a 90-day supply, effective July 1, 2023.

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	
Acentra Health Service authorization information for fee-for-service members.	https://dmas.kepro.com/	



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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/

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.

Madallian 4.0	
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	www.MagellanHealth.com/Provider
Administrator, check eligibility,	<u>www.magellanofvirginia.com</u> , email:
claim status, service limits, and	<u>VAProviderQuestions@MagellanHealth.com,or</u>
service authorizations for fee-for-	Call: 1-800-424-4046
service members.	
	In-State: 804-270-5105
Provider Enrollment	Out of State Toll Free: 888-829-5373
Provider Enrollment	Email:
	VAMedicaidProviderEnrollment@gainwelltechnologies.com
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	1-800-332-8027
available.	
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+)
Dental Provider	1-888-912-3456
DentaQuest	1 333 312 3 .33
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