

https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 08/21/2023

Updates to the Comprehensive Crisis and Transition Services - Appendix (Appendix G) of the Mental Health Services Manual

The purpose of this memorandum is to notify providers of changes to the Comprehensive Crisis and Transition Services Appendix (Appendix G) of the Mental Health Services Manual. Statements related to concurrent billing have been updated for consistency. No new provider requirements or service restrictions have been added.

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/

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.

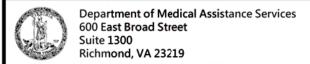
https://www.dmas.virginia.gov/appeals/

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.

Medallion 4.0http://www.dmas.virginia.gov/#/med4CCC Plushttp://www.dmas.virginia.gov/#/cccplus

PACE http://www.dmas.virginia.gov/#/longtermprograms



https://dmas.virginia.gov

MEDICAID MEMO

Magellan Behavioral Health

Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-forwww.MagellanHealth.com/Provider www.magellanofvirginia.com,

email: VAProviderQuestions@MagellanHealth.com,or

Call: 1-800-424-4046

service members.

In-State: 804-270-5105

Out of State Toll Free: 888-829-5373

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE

Molina Complete Care

Optima Family Care

Provider Enrollment

Monday-Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number

available.

Aetna Better Health of Virginia <u>www.aetnabetterhealth.com/Virginia</u>

1-855-270-2365

1-804-786-6273

1-800-552-8627

1-866-386-7882 (CCC+)

Anthem HealthKeepers Plus www.anthem.com/vamedicaid

1-833-207-3120

1-833-235-2027 (CCC+) 1-800-424-4524 (CCC+)

1-800-424-4518 (M4)

1-800-643-2273

1-844-374-9159 (CCC+)

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