



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 4.0

<http://www.dmas.virginia.gov/#/med4>

CCC Plus

<http://www.dmas.virginia.gov/#/cccplus>

PACE

<http://www.dmas.virginia.gov/#/longtermprograms>



MEDICAID MEMO

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
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

Molina Complete Care

1-833-235-2027 (CCC+)
1-800-424-4524 (CCC+)
1-800-424-4518 (M4)

Optima Family Care

1-800-643-2273
1-844-374-9159 (CCC+)

United Healthcare

www.optimahealth.com/medicaid
www.Uhcommunityplan.com/VA
www.myuhc.com/communityplan

1-844-284-0149
1-855-873-3493 (CCC+)
1-888-912-3456

Dental Provider

DentaQuest