



Last Updated: 12/07/2023

## Update to Psychiatric Services Manual - Chapter 6

The purpose of this memorandum is to notify providers that updates have been made to Chapter 6 of the Psychiatric Services Manual. This manual update includes the following changes:

- Removes outdated language.
- Includes updates to reflect existing practices.

### **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/>



# MEDICAID MEMO

## Managed Care Programs

Cardinal Care Managed Care 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.

### Cardinal Care Managed Care PACE

<https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/>  
<http://www.dmas.virginia.gov/#/longtermprograms>

### Acentra Health Behavioral Health Services

<https://dmas.kepro.com/>

## Provider Enrollment

In-State: 804-270-5105  
Out of State Toll Free: 888-829-5373  
Email: [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto: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.  
Aetna Better Health of  
Virginia

1-804-786-6273  
1-800-552-8627  
<https://www.aetnabetterhealth.com/virginia/providers/index.html>  
1-800-279-1878

Anthem HealthKeepers  
Plus

<http://www.anthem.com/>  
1-800-901-0020

Molina Complete Care

1-800-424-4524  
<https://www.molinahealthcare.com/providers/va/medicaid/home.aspx>

Sentara Family Care

1-800-643-2273

Optima Health  
United Healthcare

Optima Health 1-844-512-3172  
[www.uhcprovider.com/](http://www.uhcprovider.com/)  
1-844-284-0149

**Dental Provider**  
DentaQuest

1-888-912-3456