https://dmas.virginia.gov

MEDICAID MEMO

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- Removes outdated language.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

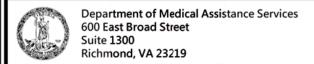
Service authorization information for fee-for-service members.

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/



https://dmas.virginia.gov

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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 https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/ **Managed Care**

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

Acentra Health

Behavioral Health https://dmas.kepro.com/ Services

In-State: 804-270-5105

Provider Enrollment 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

1-804-786-6273 provider use only, have 1-800-552-8627 Medicaid Provider ID

Number available. Aetna Better Health of

https://www.aetnabetterhealth.com/virginia/providers/index.html

Virginia 1-800-279-1878

Anthem HealthKeepers http://www.anthem.com/

1-800-901-0020 Plus

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 Optima Health 1-844-512-3172

United Healthcare www.uhcprovider.com/

1-844-284-0149

Dental Provider

1-888-912-3456 DentaQuest