Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

https://dmas.virginia.gov
MEDICAID MEMO

Last Updated: 12/07/2023

Update to Nursing Facility Manual – Chapters 7, 9, 10, and 11

The purpose of this memorandum is to notify providers that updates have been made to Chapters 7, 9, and 10 of the Nursing Facility Manual. This manual update includes the following changes:

- Elimination of Chapters 7, 9, and 10 as the text in these Chapters is out of date.

- Revision of Chapter 11 to include links to sections of the Virginia Administrative Code.

PROVIDER CONTACT INFORMATION & RESOURCES

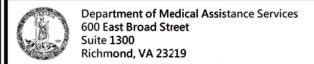|	
Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	https://vamedicaid.dmas.virginia.gov/
Medicall (Audio Response System) Member eligibility, claims status, payment status, 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/

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

PACE 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

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 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 Optima Health 1-844-512-3172
United Healthcare www.uhcprovider.com/
1-844-284-0149

Dental Provider
DentaQuest 1-888-912-3456