



Last Updated: 12/12/2023

## All Providers Participating in the Virginia Medicaid and FAMIS Programs and Managed Care Programs

The purpose of this memorandum is to notify providers that updates have been made to Chapter 2 of all Manuals. This manual update includes the following changes:

- Addition of clarifying text relating to existing provider enrollment requirements. No new requirements being added, but clarifying information is being included.

### **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