



Last Updated: 12/26/2023

## Updates to Pharmacy Manual Chapter 4 and a New Supplement to the Pharmacy and Practitioner Manuals

The purpose of this memorandum is to notify providers that updates have been made to Chapter 4 of Pharmacy Manual and that a new Supplement is being attached to the Pharmacy and Practitioner Manuals.

This updates to Chapter 4 of the Pharmacy Manual include the following:

- References to pharmacy copays have been removed because members no longer have copays for pharmacy point of sale claims.
- Addition of naloxone to over-the-counter (OTC) covered products.
- Note that the preferred drug list (PDL) does not apply to FAMIS Members.
- Specifications for dispensing fees for medications for opioid use disorder (MOUD).
- Update to vaccines covered under the pharmacy benefit.

The new Supplement to the Pharmacy and Practitioner Manuals provides guidance on pharmacists, pharmacy technicians, and pharmacy interns enrolling with DMAS as providers, pursuant to Senate Bill 1538 of the 2023 General Assembly.

### **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/>



# MEDICAID MEMO

## 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

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 Community Plan

1-800-881-2166 <https://www.sentarahealthplans.com/providers>



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

<https://dmas.virginia.gov>

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United Healthcare

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

**Dental Provider**

1-888-912-3456

DentaQuest