

https://dmas.virginia.gov

MEDICAID MEMO

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/



https://dmas.virginia.gov

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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-forservice 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

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/

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 provider use only, have Medicaid Provider ID

1-800-552-8627

Number available. Aetna Better Health of

Virginia

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

1-800-279-1878

1-804-786-6273

Anthem HealthKeepers

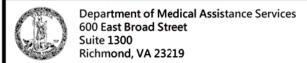
http://www.anthem.com/ 1-800-901-0020

Plus

Molina Complete Care

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

Sentara Community Plan 1-800-881-2166 https://www.sentarahealthplans.com/providers



https://dmas.virginia.gov

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www.uhcprovider.com/ 1-844-284-0149 United Healthcare

Dental Provider

DentaQuest

1-888-912-3456