



Last Updated: 01/04/2024

## Update to the Durable Medical Equipment and Supplies Provider Manual, Chapter IV

The purpose of this memorandum is to highlight changes and additions the Department of Medical Assistance Services (DMAS) made to Chapter IV of the Durable Medical Equipment (DME) and Supplies Manual. DME and supplies are a covered service available to the entire Medicaid population including both Fee for Service and Managed Care enrollees. Coverage criteria for Complex Rehabilitation Technology for members living in a nursing facility were added to the manual and are effective 1/1/2024. Changes were also made to update Face to Face HCPCS code list, Cardinal Care, Enteral Nutrition, Respiratory sections of the manual.

If providers are unsure of the appropriate code to use for a particular item, one resource is the DME classification site, which is designed to assist providers with DME coding. Providers can search by different criteria and by brand name. The website can be accessed at <https://www.dmepdac.com/dmecsapp/do/search>.

Please note: Appendix B of the Durable Medical Equipment (DME) and Supplies Provider Manual has been updated and is now available on the DMAS website (<https://www.dmas.virginia.gov/for-providers/long-term-care/services/durable-medical-equipment/>). All competitive bid rates are highlighted in blue.

### **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/>



# MEDICAID MEMO

## 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>

United Healthcare

[www.uhcprovider.com/](http://www.uhcprovider.com/)

1-844-284-0149

## Dental Provider

DentaQuest

1-888-912-3456