https://dmas.virginia.gov

## MEDICAID MEMO

Last Updated: 01/18/2024

# **Update to Developmental Disabilities Waiver Manual - Chapter 5**

The purpose of this memorandum is to notify providers that updates have been made to Chapter 5 of the Developmental Disabilities Waiver Manual. This manual update includes the following changes:

- Removes outdated language.
- Includes updates to reflect existing practices, including electronic visit verification, updated taxonomy information, and a list of Northern Virginia localities (for geographic rate differentials).

#### **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

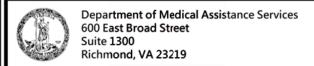
Service authorization information for fee-for-service members.

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/



## https://dmas.virginia.gov

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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 <a href="http://www.dmas.virginia.gov/#/longtermprograms">http://www.dmas.virginia.gov/#/longtermprograms</a>

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

a.m.-5:00 p.m. For 1-804-786-6273 provider use only, have 1-800-552-8627 Medicaid Provider ID

Number available. Aetna Better Health of

na Better Health of <a href="https://www.aetnabetterhealth.com/virginia/providers/index.html">https://www.aetnabetterhealth.com/virginia/providers/index.html</a>

Virginia 1-800-279-1878

Anthem HealthKeepers <a href="http://www.anthem.com/">http://www.anthem.com/</a>

Plus 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 <u>www.uhcprovider.com/</u>

1-844-284-0149

**Dental Provider** 

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1-888-912-3456