

https://dmas.virginia.gov

### MEDICAID MEMO

Last Updated: 02/01/2024

# **Deletion of Renal Dialysis Clinic Manual**

The purpose of this memorandum is to notify providers that the Renal Dialysis Clinic Manual has been deleted. The manual text was outdated, and relevant information related to Renal Dialysis has been added to the <u>Practitioner Manual</u>.

#### **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

https://vamedicaid.dmas.virginia.gov/

Medicall (Audio Response System)

advice.

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/

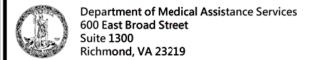
**Managed Care Programs** 

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

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>



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## **MEDICAID MEMO**

**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

Number available.

Aetna Better Health of

Virginia

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

1-800-279-1878

1-804-786-6273

1-800-552-8627

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 <a href="https://www.sentarahealthplans.com/providers">https://www.sentarahealthplans.com/providers</a>

United Healthcare www.uhcprovider.com/

1-844-284-0149

**Dental Provider** 

DentaQuest

1-888-912-3456