



Last Updated: 02/02/2024

## Updates to the Pharmacy Provider Manual Appendix D and E

The purpose of this memorandum is to notify providers of the revisions to Appendix D and Appendix E in the pharmacy manual.

Appendix D includes information regarding updates to the Virginia Medicaid's Preferred Drug List (PDL) or Common Core Formulary and fee-for-service (FFS) drug service authorization requirements for drugs reviewed by the Department's Pharmacy and Therapeutics Committee and the Drug Utilization Review (DUR) Board. This revision includes changes to the PDL/Common Core Formulary and 90-day list effective January 1, 2024, and new drugs reviewed by the DUR Board since the last manual update on July 1, 2023.

Appendix E includes all medications which may be dispensed as a 90-day supply, effective January 1, 2024.

### **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