

https://dmas.virginia.gov

### MEDICAID MEMO

Last Updated: 03/14/2024

# **Deletion of Podiatry Manual**

The purpose of this memorandum is to notify providers that the Podiatry Manual has been deleted. The manual text was outdated, and relevant information related to Podiatry services has been added to the Practitioner Manual.

#### **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.

Medicall (Audio Response System)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

advice.

Acentra Health

Service authorization information for fee-for-service members.

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

1-800-884-9730 or 1-800-772-9996

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/

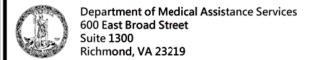
**Managed Care Programs** 

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