

https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 03/14/2024

Updates to Chapter 6 of the CCC+ Waiver Manual

The purpose of this memorandum is to notify providers that updates have been made to Chapter 6 of the CCC+ Waiver Manual. The changes include incorporating boilerplate text related to Utilization Review, and updating the text specific to CCC+ Waiver services.

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-forservice 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

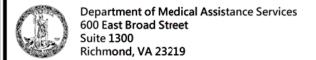
Cardinal Care Managed Care and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different 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

http://www.dmas.virginia.gov/#/longtermprograms



https://dmas.virginia.gov

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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 https://www.sentarahealthplans.com/providers

United Healthcare www.uhcprovider.com/

1-844-284-0149

Dental Provider

DentaQuest

1-888-912-3456