



Last Updated: 05/02/2024

Updates to the Temporary Detention Orders (TDOs) Supplement

The purpose of this bulletin is to notify providers that the Temporary Detention Orders (TDOs) Supplement has been updated to reflect changes in the processing of fee-for-service (FFS) service authorizations and claims. Information related to these changes was previously announced in the following DMAS Memos: “Notice of Award for RFP 2022-06 Service Authorization and Specialty Services Contract” dated April 10, 2023; “Changes to Claims/Payment Process for Behavioral Health Providers – effective November 1, 2023” dated August 17, 2023; and, Provider Training on How to Register and Submit Successful Service Authorization Requests to Acentra Health (formerly known as Kepro) Effective November 1, 2023”, dated September 18, 2023.

Clarifications have also been made to the claims instruction section of this Supplement.

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

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.



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**Cardinal Care
Managed Care
PACE**

[https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/
Program of All-inclusive Care \(virginia.gov\)](https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/Program%20of%20All-inclusive%20Care%20(virginia.gov))

Acentra Health

Behavioral Health
Services

<https://vamedicaid.dmas.virginia.gov/sa>

Provider Enrollment

In-State: 804-270-5105
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

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/
1-844-284-0149

Dental Provider

DentaQuest

1-888-912-3456