



Last Updated: 05/08/2024

Updates to Chapter 5 of the Practitioner Manual

The purpose of this memorandum is to notify providers that updates have been made to Chapter 5 of the Practitioner Manual. The changes include text relating to Vision services. This text was previously in the Vision Manual and has been moved 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.

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

Medicaid (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.

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))



MEDICAID MEMO

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

1-804-786-6273

1-800-552-8627

Number available.

Aetna Better Health of
Virginia

<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