https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 05/09/2024

Update to the Early Intervention Manual

The purpose of this memorandum is to notify providers that updates have been made to Appendices A, G, I, and J of the Early Intervention Manual. This manual update includes the following changes:

Appendix A, Chart of Services, Reimbursement Categories, and Settings. This appendix is being deleted because this information is already in the DBHDS Practice Manual.

Appendix G, El Certification Requirements. This appendix is being deleted because this information is already in the DBHDS Practice Manual.

Appendix I, El Targeted Case Management Form. This appendix is being deleted because this form is no longer in use.

Appendix J, Permission for Texting. This appendix is being deleted because this is a DBHDS form that is available on the DBHDS website.

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)

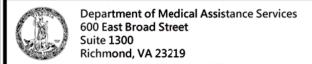
Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

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/



https://dmas.virginia.gov

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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 Program of All-inclusive Care (virginia.gov)

Acentra Health

Behavioral Health
Services

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

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 1-804-786-6273 provider use only, have 1-800-552-8627 Medicaid Provider ID

Number available.

Aetna Better Health of https://www.aetnabetterhealth.com/virginia/providers/index.html

Virginia 1-800-279-1878

Anthem HealthKeepers http://www.anthem.com/

Plus 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 <u>www.uhcprovider.com/</u>

1-844-284-0149

Dental Provider

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1-888-912-3456