



Last Updated: 05/13/2024

## 12-Month Continuous Eligibility (CE) for Children - Provider Manual Updates

The purpose of this bulletin is to notify providers and Managed Care Organizations (MCOs) that updates have been made to Chapter III of all manuals to reflect the new policy of 12-month continuous eligibility for children under age 19 in Medicaid and Family Access to Medical Insurance Security (FAMIS). These changes can be found on page 6 of the manual.

This change was implemented January 1, 2024, in accordance with federal mandate (Section 5112 of the Consolidated Appropriations Act 2023). For more information about the 12-month continuous eligibility for children requirement, please see the Medicaid bulletin issued December 15, 2023.

### **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](mailto: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/](http://www.uhcprovider.com/)

1-844-284-0149

## Dental Provider

DentaQuest

1-888-912-3456