

https://dmas.virginia.gov

MEDICAID MEMO

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/

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/

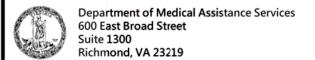
Managed Care Programs

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.

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://dmas.virginia.gov

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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 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