



Last Updated: 05/14/2024

## Updates to the Telehealth Services Supplement

The purpose of this memorandum is to notify providers that the Telehealth Services Supplement has been updated with the following changes:

- Reimbursement and billing guidelines for audio-only telehealth have been added along with a table (Table 8) listing services authorized for delivery by audio-only telehealth.
- The populations eligible for remote patient monitoring have been updated to be consistent with § 32.1-325 of the Code of Virginia.
- Place of service guidance has been updated to require the use of the telehealth place of service codes. A complete list of place of service codes can be found here: <https://www.cms.gov/medicare/coding-billing/place-of-service-codes/code-sets>
- Corrections have been made to Table 2, Medicaid-covered mental health and substance use disorder services authorized for delivery by telemedicine. The following corrections were made to reflect current practice:
  - The CPT codes for prolonged services were updated to the current CPT codes 99417 - 99418 for these services
  - The CPT codes 96202 - 96203 for multiple-family group behavior management/modification training were added
  - Additions were made to reflect current telemedicine allowances in Mobile Crisis Response, Residential Crisis Stabilization and Psychosocial Rehabilitation
- A table (Table 3) listing Medicaid-covered Developmental Disabilities (DD) Waiver services authorized for delivery by telemedicine has been added.

### **PROVIDER CONTACT INFORMATION & RESOURCES**



# MEDICAID MEMO

## 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

## Acentra Health

Service authorization  
information for fee-for-  
service members.

<https://dmas.kepro.com/>

## 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/>

<http://www.dmas.virginia.gov/#/longtermprograms>

## Acentra Health

Behavioral Health  
Services

<https://dmas.kepro.com/>

## 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  
Number available.

1-804-786-6273

1-800-552-8627

Aetna Better Health of  
Virginia

<https://www.aetnabetterhealth.com/virginia/providers/index.html>

1-800-279-1878



Department of Medical Assistance Services  
600 East Broad Street  
Suite 1300  
Richmond, VA 23219

<https://dmas.virginia.gov>

# MEDICAID MEMO

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** 1-888-912-3456  
DentaQuest