

https://dmas.virginia.gov

### MEDICAID MEMO

Last Updated: 05/24/2024

# **Update to Chapter 1 of all Provider Manuals**

The purpose of this memorandum is to notify providers that updates have been made to Chapter 1 of all Provider Manuals. Chapter 1 is called "General Information" and the changes include both general updates and edits to streamline the text.

#### **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

https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/

Program of All-inclusive Care (virginia.gov)

**Acentra Health** 

Behavioral Health

Services

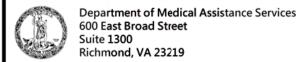
**PACE** 

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

In-State: 804-270-5105

**Provider Enrollment** Out of State Toll Free: 888-829-5373

 ${\bf Email:} \ \underline{{\bf VAMedicaidProviderEnrollment@gainwelltechnologies.com}$ 



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# **MEDICAID MEMO**

**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

1-800-552-8627

1-804-786-6273

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