



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 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))

##### **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)



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

<https://dmas.virginia.gov>

# MEDICAID MEMO

## 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 [www.uhcprovider.com/](http://www.uhcprovider.com/)

1-844-284-0149

**Dental Provider** 1-888-912-3456

DentaQuest