

https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 06/11/2024

Deletion of the Vision Manual

The purpose of this bulletin is to notify providers that the Vision Manual has been deleted. The manual text was outdated, and relevant information related to vision services has been added to the Practitioner Manual.

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

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

advice. 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)

Acentra Health

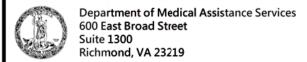
Behavioral Health

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

In-State: 804-270-5105

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

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com



https://dmas.virginia.gov

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