



Last Updated: 07/03/2024

## Pharmacy Manual Pharmacists as Providers Supplement Update

The purpose of this memo is to inform providers that the DMAS Pharmacy Manual PAP Supplement has been updated to reflect additional billing codes for the pharmacist provider type. These additional codes allow for the billing of CLIA waived tests that would be administered pursuant to Virginia Board of Pharmacy Protocols([https://www.dhp.virginia.gov/Boards/Pharmacy/PractitionerResources/Statewide Protocols/](https://www.dhp.virginia.gov/Boards/Pharmacy/PractitionerResources/StatewideProtocols/)).

Directive to reimburse for these services is secondary to the passing of SB 1538 (<https://lis.virginia.gov/cgi-bin/legp604.exe?ses=231&typ=bil&val=sb1538> ) in the 2023 Session of the Virginia General Assembly.

### **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/>



# MEDICAID MEMO

**PACE** [Program of All-inclusive Care \(virginia.gov\)](#)

**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)

**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

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**  
DentaQuest 1-888-912-3456