

https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 09/16/2024

Updates to Early Intervention Manual, Chapters 4, 5, and 6

The purpose of this manual update is to alert providers that updates have been made to the Early Intervention Manual. The changes include updates in Chapter 4, which includes a discussion of covered services; Chapter 5, which includes information on billing; and Chapter 6, which discusses utilization review.

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

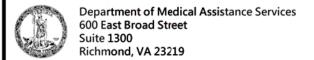
https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/

PACE Program of All-inclusive Care (virginia.gov)

Acentra Health

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

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https://dmas.virginia.gov

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In-State: 804-270-5105

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

1-804-786-6273

1-800-552-8627

1-800-279-1878

1-800-901-0020

http://www.anthem.com/

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

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

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

Anthem HealthKeepers Plus

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