https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 10/11/2024

Updates to Chapter 6 of the Rehabilitation Manual

The purpose of this bulletin is to notify providers that Chapter 6 of the Rehabilitation Manual has been updated to remove "Quality Management Review" language and replace it with "Utilization Review" text.

To avoid disruption to claims payment through FFS and the MCOs providers must periodically check the DMAS provider portal, also known as the Provider Services Solution (PRSS), to ensure that the provider's enrollment, contact information, and license information is up to date, for all of the provider's respective service locations. Under federal rules, MCOs and DMAS are prohibited from paying claims to network providers who are not enrolled in PRSS. Additional information is provided on the MCO Provider Network Resources webpage and includes links to resources, tutorials and contact information to reach Gainwell with any provider enrollment or revalidation related questions. Dental providers should continue to enroll directly through the DMAS Dental Benefits Administrator, DentaQuest.

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)

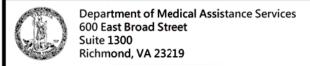
Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

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/



https://dmas.virginia.gov

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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.

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

PACE <u>Program of All-inclusive Care (virginia.gov)</u>

1-804-786-6273

1-800-552-8627

In-State: 804-270-5105

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

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE

Cardinal Care

Monday-Friday 8:00 a.m.-5:00 p.m. For

provider use only, have Medicaid Provider ID Number available.

Aetna Better Health

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

of Virginia 1-800-279-1878

Anthem http://www.anthem.com/

HealthKeepers 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 <u>www.uhcprovider.com/</u>

1-844-284-0149

1-888-912-3456

Dental Provider

Fee-for-Service (POS)

DentaQuest

Authorizations

https://www.virginiamedicaidpharmacyservices.com/

Prime Therapeutics 1-800-424-4046

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

Behavioral Health and Medical Service

1-804-622-8900