



Last Updated: 10/24/2024

Update to the Durable Medical Equipment and Supplies Provider Manual, Chapter IV and VI - Effective July 1, 2024

The purpose of this memorandum is to highlight changes and additions the Department of Medical Assistance Services (DMAS) made to several sections of the [Durable Medical Equipment and Supplies Manual](#), Chapter IV and VI.

DMAS has updated its Continuous Glucose Monitor (CGM) coverage policy due to an evolving evidence base supporting increased access to CGM to improve glycemic control. We have made this decision to align with InterQual CGM criteria which are derived from a systematic, continuous review and critical appraisal of the most current evidence-based literature from various sources, including American Diabetes Association (ADA), Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), and the National Institute for Health and Clinical Excellence (NICE).

Please contact Acentra Health for any questions regarding CGM service authorizations for Fee-For-Service programs.

Additional updates have been added to the CMN section and Reimbursement for Daily Use Pulse Oximetry section. Also included is the addition of criteria for lymphedema compression treatment items.

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



MEDICAID MEMO

**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))

Provider Enrollment

In-State: 804-270-5105
Out of State Toll Free: 888-829-5373
Email: 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.

1-804-786-6273
1-800-552-8627

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 United Healthcare

1-800-881-2166 <https://www.sentarahealthplans.com/providers>
www.uhcprovider.com/
1-844-284-0149



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

<https://dmas.virginia.gov>

MEDICAID MEMO

Dental Provider 1-888-912-3456

DentaQuest

Fee-for-Service (POS) <https://www.virginiamedicaidpharmacyservices.com/>

Prime Therapeutics 1-800-424-4046

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

Behavioral Health and 1-804-622-8900

Medical Service

Authorizations