



Last Updated: 11/26/2024

## Updates to the Residential Treatment Services Manual

The purpose of this memo is to notify providers that the Residential Treatment Services Manual has been updated with the following changes:

- Definitions have been moved from Chapter 2 and Chapter 4 to a newly created Definitions Appendix (Appendix A.)
- Provider enrollment language in Chapter 2 was updated to reflect current practice. Language in this chapter was also reorganized for clarity.
- Language in Chapter 4 was updated to reflect changes in the processing of behavioral health fee-for-service (FFS) service authorizations. References to CMHRS services were also updated in this chapter to reflect current Mental Health Services.
- The Independent Assessment Certification and Coordination Team (IAACT) Appendix was updated to reflect changes in the processing of behavioral health FFS service authorizations. The IAACT Appendix was also reorganized for clarity and to reflect current practice.
- Billing guidance has been updated in Chapter V.

**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/>



# MEDICAID MEMO

## Medicaid (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-of-All-inclusive-Care-(virginia.gov))

In-State: 804-270-5105  
Out of State Toll Free: 888-829-5373  
Email: [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com)

## Provider Enrollment

## 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/](http://www.uhcprovider.com/)  
1-844-284-0149

## Dental Provider

DentaQuest 1-888-912-3456

## Fee-for-Service (POS)

Prime Therapeutics <https://www.virginiamedicaidpharmacyservices.com/>

1-800-424-4046

## Acentra Health

Behavioral Health and Medical Service <https://vamedicaid.dmas.virginia.gov/sa>  
Authorizations 1-804-622-8900