https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 11/26/2024

Updates to the CCC+ Waiver Manual, Appendix D

The purpose of this memorandum is to notify providers that Chapter 8 of the CCC+ Waiver Manual, which is titled "Service Authorization" has been updated to include general service authorization information on pages 1 through 14, with CCC Plus Waiver specifics beginning on page 14. In addition, updates were made to reflect current practices and to remove duplicative information.

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)

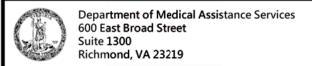
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1-800-884-9730 or 1-800-772-9996

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/



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MEDICAID MEMO

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

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

In-State: 804-270-5105

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

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE

Monday-Friday 8:00

a.m.-5:00 p.m. For 1-804-786-6273 provider use only, have 1-800-552-8627

Medicaid Provider ID Number available.

Aetna Better 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 1-800-881-2166 https://www.sentarahealthplans.com/providers

Plan

United Healthcare www.uhcprovider.com/

> 1-844-284-0149 1-888-912-3456

DentaOuest

Dental Provider

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

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Behavioral Health and **Medical Service**

Authorizations

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