



Last Updated: 01/02/2025

## Plan First Program Changes Chapter IV

The purpose of this memorandum is to notify providers of changes to the Plan First Program. Plan First is changing from an “opt out” program that individuals were automatically enrolled in, to an “opt in” program that individuals must choose to be enrolled in.

Plan First is a limited-benefit program that covers family planning services only (ex. contraceptives, sexually transmitted infection testing, and family planning education). The income limits for Plan First coverage are higher than the income limits for other full-benefit Medicaid categories that cover non-pregnant adults.

Since the implementation of the Plan First program, individuals aged 19-64 who did not meet the eligibility requirements for full-benefit Medicaid were automatically evaluated and, if eligible, enrolled in Plan First coverage. Prior to Medicaid Expansion, most individuals in this age group who were not pregnant, did not have a disability or did not have children were only eligible for Plan First. With the implementation of Expansion in 2019, many of these adults became eligible for full-benefit coverage, resulting in a sharp decline in Plan First enrollment. Therefore, DMAS has elected to move Plan First to an “opt in” model. The Medicaid application and renewal form has been changed to ask the applicant if they would like to be evaluated for eligibility in this covered group if they are not eligible for full-Medicaid coverage.

Individuals who are currently covered under Plan First will continue to be covered through the program and will be allowed to “opt in” to continue their coverage at their next eligibility determination.

**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/>



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## 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%20of%20All-inclusive%20Care%20(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** <http://www.anthem.com/>

**HealthKeepers Plus** 1-800-901-0020  
**Molina Complete Care** 1-800-424-4518

<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/](http://www.uhcprovider.com/)

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

## Dental Provider

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 Medical Service 1-804-622-8900  
Authorizations

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## **PROVIDER CONTACT INFORMATION & RESOURCES**

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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**

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#### **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))

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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



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

<https://dmas.virginia.gov>

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- Sentara Community Plan** 1-800-881-2166 <https://www.sentarahealthplans.com/providers>
- United Healthcare** [www.uhcprovider.com/](http://www.uhcprovider.com/)  
1-844-284-0149
- Dental Provider** 1-888-912-3456  
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