

# MEDICAID MEMO

Last Updated: 02/03/2025

# **Updates to Brain Injury Services Targeted Case Management Supplement**

The purpose of this memo is to notify providers that the Brain Injury Services Case Management Supplement has been updated. The updates added FAMIS/CHIP members as recipients for the service and allows providers licensed by DBHDS for case management services to become providers for Brain Injury Case Management. Other updates include clarified definitions, word choice updates, and service authorization clarifications.

**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/

#### **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.



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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)

In-State: 804-270-5105

**Provider Enrollment** 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 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** 1-800-424-4518

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/ 1-844-284-0149

**Dental Provider** 1-888-912-3456

DentaQuest

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

Prime Therapeutics 1-800-932-6648

Acentra Health https://vamedicaid.dmas.virginia.gov/sa 1-804-622-8900

Behavioral Health and

**Medical Service** Authorizations

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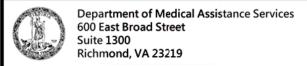
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