

MEDICAID MEMO

Last Updated: 02/13/2025

Updates to Rehabilitation Manual, Appendix D (Service Authorization)

The purpose of this memo is to notify providers that the Rehabilitation Manual has been updated. Appendix D is being updated to include updated boilerplate text related to service authorization. Changes also include removal of references to KePro (these are being replaced with references to Acentra Health) and the removal of outdated text.

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



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Provider Appeals

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https://www.dmas.virginia.gov/appeals/

register for the portal.

Managed Care Programs

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

In-State: 804-270-5105

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

Email: <u>VAMedicaidProviderEnrollment@gainwelltechnologies.com</u>

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 <u>www.uhcprovider.com/</u>

1-844-284-0149

Dental Provider

1-888-912-3456

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2



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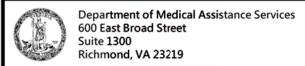
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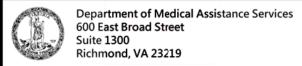
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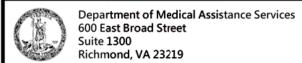
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