



Last Updated: 05/23/2025

## Updates to the Durable Medical Equipment and Supplies Manual Chapter IV

The purpose of this Memo is to highlight changes and additions the Department of Medical Assistance Services (DMAS) made to several sections of the [Durable Medical Equipment \(DME\) and Supplies Manual](#), Chapter IV.

DMAS has updated the Incontinence Products section of the DME manual and added a 90-day supply under certain circumstances. The criteria for this allowance is laid out in Chapter IV of the DME manual and will apply to both FFS and managed care.

Clarification was also added to oxygen section of the DME manual.

**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,  
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status, and remittance  
advice.

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



# MEDICAID MEMO

## Provider Appeals

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<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

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In-State: 804-270-5105

## Provider Enrollment

Out of State Toll Free: 888-829-5373

Email: [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com)

## 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

### 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>

Behavioral Health and

1-804-622-8900

Medical Service

Authorizations

### Humana Healthy

1-844-881-4482 (TTY: 711)

### Horizons

<https://provider.humana.com/medicaid/virginia-medicaid>

Provider Services Call  
Center

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

<https://dmas.virginia.gov>

# MEDICAID MEMO

**Acentra Health**  
Behavioral Health and  
Medical Service  
Authorizations

<https://vamedicaid.dmas.virginia.gov/sa>  
1-804-622-8900

**Humana Healthy**

1-844-881-4482 (TTY: 711)

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