



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, service authorization status, and remittance advice.

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



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

<https://dmas.virginia.gov>

MEDICAID MEMO

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/program-of-all-inclusive-care-virginia.gov)

In-State: 804-270-5105
Out of State Toll Free: 888-829-5373
Email: 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 HealthKeepers Plus Molina Complete Care

<http://www.anthem.com/>
1-800-901-0020
1-800-424-4518

<https://www.molinahealthcare.com/providers/va/medicaid/home.aspx>
1-800-881-2166 <https://www.sentarahealthplans.com/providers>

Sentara Community Plan United Healthcare

www.uhcprovider.com/

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

Dental Provider

DentaQuest

Fee-for-Service (POS)

Prime Therapeutics

Acentra Health

Behavioral Health and Medical Service

Authorizations

Humana Healthy Horizons

Provider Services Call Center

<https://www.virginiamedicaidpharmcyservices.com/>

1-800-932-6648

<https://vamedicaid.dmas.virginia.gov/sa>

1-804-622-8900

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

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

PROVIDER CONTACT INFORMATION & RESOURCES



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

<https://dmas.virginia.gov>

MEDICAID MEMO

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.

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

Out of State Toll Free: 888-829-5373

Email: 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

HealthKeepers Plus Molina Complete Care

<http://www.anthem.com/>

1-800-901-0020

1-800-424-4518

<https://www.molinahealthcare.com/providers/va/medicaid/home.aspx>

1-800-881-2166 <https://www.sentarahealthplans.com/providers>

Sentara Community Plan

www.uhcprovider.com/

1-844-284-0149

United Healthcare

1-888-912-3456

Dental Provider

DentaQuest

Fee-for-Service (POS)

Prime Therapeutics

<https://www.virginiamedicaidpharmacistervices.com/>

1-800-932-6648



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

<https://dmas.virginia.gov>

MEDICAID MEMO

Acentra Health <https://vamedicaid.dmas.virginia.gov/sa>

Behavioral Health and
Medical Service
Authorizations

**Humana Healthy
Horizons** 1-844-881-4482 (TTY: 711)
<https://provider.humana.com/medicaid/virginia-medicaid>

Provider Services Call
Center

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.

**Medicall (Audio
Response System)**

Member eligibility,
claims status, payment
status, service limits,
service authorization
status, and remittance
advice.

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://vamedicaid.dmas.virginia.gov/>

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

<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 \(virginia.gov\)](#)

In-State: 804-270-5105

Out of State Toll Free: 888-829-5373

Email: 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**
Anthem
HealthKeepers Plus

<https://www.aetnabetterhealth.com/virginia/providers/index.html>
1-800-279-1878
<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>

MEDICAID MEMO

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 1-888-912-3456
Dental Provider DentaQuest	
Fee-for-Service (POS) Prime Therapeutics	https://www.virginiamedicaidpharmacyservices.com/ 1-800-932-6648
Acentra Health Behavioral Health and Medical Service Authorizations	https://vamedicaid.dmas.virginia.gov/sa 1-804-622-8900
Humana Healthy Horizons	1-844-881-4482 (TTY: 711) https://provider.humana.com/medicaid/virginia-medicaid

PROVIDER CONTACT INFORMATION & RESOURCES

PROVIDER CONTACT

Virginia Web Portal

Web Portal Automated Response

System (ARS)
Member eligibility,
claims status, payment
status, service limits,
service authorization
status, and remittance
advice

Medicall (Audio Response System)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice

Provider Appeals

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.

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)

Provider Enrollment

In-State: 804-270-5105
Out of State Toll Free: 888-829-5373
Email: VAMedicaidProviderEnrollment@va.gov



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

<https://dmas.virginia.gov>

MEDICAID MEMO

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 HealthKeepers Plus

<http://www.anthem.com/>
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.virginiamedicaidpharmcyservices.com/>
1-800-932-6648

Acentra Health

Behavioral Health and Medical Service Authorizations

<https://vamedicaid.dmas.virginia.gov/sa>

1-804-622-8900

Humana Healthy Horizons

Provider Services Call Center

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

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