



Last Updated: 09/12/2025

# Update to Practitioner Manual, Chapter 7 (Appendix D Service Authorization)

The purpose of this memo is to notify providers that the Practitioner Manual has been updated. Chapter 7 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include removal of references to KePro (these are being replaced with references to Acentra Health) and the removal of outdated text.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

#### **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/>



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

<https://dmas.virginia.gov>

# MEDICAID MEMO

## 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](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 HealthKeepers Plus**

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

#### **Humana Healthy Horizons**

Provider Services Call Center

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

#### **Sentara Community Plan**

#### **United Healthcare**

1-800-881-2166 <https://www.sentarahealthplans.com/providers>  
[www.uhcprovider.com/](http://www.uhcprovider.com/)  
1-844-284-0146

#### **Acentra Health**

Behavioral Health and Medical Service Authorizations

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

#### **Dental Provider**

DentaQuest

1-888-912-3456

#### **Fee-for-Service (POS)**

Prime Therapeutics

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