



Last Updated: 09/12/2025

Updates to the DD Waiver Provider Manual Chapter 6

The purpose of this memo is to notify providers that Chapter 6 of the developmental disability waiver manual has been updated. The changes include incorporating boilerplate text related to Utilization Review, Compliance Reviews, Medical Records, Fraudulent Claims and updating the text specific to DD Waiver services with the following changes:

- Updates and clarifications to QMR and compliance review processes.
- Added statements regarding providers rendering services under the appropriate license for the service.
- Added clarifications regarding the use of electronic signatures date stamp.
- Added information on Mandatory Provider Remediation process.
- Updated information on individual support plan (ISP) format and assessments and forms completed by support coordination.
- Added information on EVV requirement for applicable Consumer and Agency Directed services.
- Added information on payment suspension for providers with provisional license.
- Minor updates to notification of appeal rights.
- Added minor clarifying language to several sections, grammar and format updates and removed outdated or duplicated language.

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,



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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.

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/cardinal-care-managed-care/Program%20of%20All-inclusive%20Care%20(virginia.gov))

Provider Enrollment

In-State: 804-270-5105

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 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>



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

<https://dmas.virginia.gov>

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Sentara Community Plan 1-800-881-2166 <https://www.sentarahealthplans.com/providers>
United Healthcare www.uhcprovider.com/
1-844-284-0146

Acentra Health <https://vamedicaid.dmas.virginia.gov/sa>
Behavioral Health and Medical Service 1-804-622-8900
Authorizations

Dental Provider 1-888-912-3456
DentaQuest

Fee-for-Service (POS) <https://www.virginiamedicaidpharmacyservices.com/>
Prime Therapeutics 1-800-932-6648