



Last Updated: 01/26/2026

## Update to Emergency Medicaid Supplement

The purpose of this memo is to notify providers of updates to the Emergency Medicaid Supplement. Updates address organ transplants, routine prenatal and postpartum care, as well as sterilization procedure coverage.

For non-resident aliens (NRAs), treatment for a medical emergency that results in sterility could be covered, provided there is an emergency room visit immediately preceding the treatment, and there is a service authorization for an inpatient admission if needed.

Providers are to also review information in the [Hospital Manual](#) and the [Practitioner Manual](#) for additional NRA information.

**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



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

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 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

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

### United Healthcare

[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.virginiamedicaidpharmacyservices.com/>  
1-800-932-6648