



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

<http://www.dmas.virginia.gov>

MEDICAID BULLETIN

TO: All Providers Participating in the Virginia Medicaid and FAMIS Programs

FROM: Karen Kimsey, Director
Department of Medical Assistance Services (DMAS)

DATE: 10/28/21

SUBJECT: Federal Public Health Emergency Extended Until January 16, 2022

The purpose of this bulletin is to inform providers that the federal public health emergency was recently extended until January 16, 2022.

To learn more about the DMAS COVID-19 response, please go this [link](#). To review DMAS flexibilities and policies that remain in effect, please go to this [link](#).

| PROVIDER CONTACT INFORMATION & RESOURCES | |
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| Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. | www.virginiamedicaid.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 |
| KEPRO Service authorization information for fee-for-service members. | https://dmas.kepro.com/ |
| 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/ |

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| Managed Care Programs | |
| Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), 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. | |
| Medallion 4.0 | http://www.dmas.virginia.gov/#/med4 |
| CCC Plus | http://www.dmas.virginia.gov/#/cccplus |
| PACE | http://www.dmas.virginia.gov/#/longtermprograms |
| Magellan Behavioral Health Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members. | www.MagellanHealth.com/Provider For credentialing and behavioral health service information, visit: www.magellanofvirginia.com , email: VAProviderQuestions@MagellanHealth.com , or Call: 1-800-424-4046 |
| 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 | www.aetnabetterhealth.com/Virginia 1-800-279-1878 |
| Anthem HealthKeepers Plus | www.anthem.com/vamedicaid 1-800-901-0020 |
| Magellan Complete Care of Virginia | www.MCCofVA.com 1-800-424-4518 (TTY 711) or 1-800-643-2273 |
| Optima Family Care | 1-800-881-2166 www.optimahealth.com/medicaid |
| United Healthcare | www.Uhcommunityplan.com/VA and www.myuhc.com/communityplan 1-844-752-9434, TTY 711 |
| Virginia Premier | 1-800-727-7536 (TTY: 711), www.virginiapremier.com |