



# Virginia Premier Elite Plus (CCC Plus / MLTSS) Provider Resource Tool

## How to Check Eligibility

Since a member’s eligibility can change month-to-month, please verify your patient’s ID card and eligibility every visit. Providers can use one of three options to verify member eligibility:

- Virginia Premier Provider’s Portal: [virginiapremier.com/providers/medicaid](http://virginiapremier.com/providers/medicaid)
- Calling Virginia Premier directly at 1-877-719-7358
- Calling the CCC Plus Helpline at 1-844-374-9159

| Important Contact Information              |  |  |
|--|--|--|
| <b>Provider Services</b><br>1-877-719-7358 | <b>MLTSS Call Center</b><br>1-877-719-7358 Option 2 then<br>Option 2 | <b>Claims Customer Service</b><br>1-877-719-7358 |
| <b>Case Management</b><br>1-877-719-7358   | <b>Chronic Care Management</b><br>1-866-243-0937                     | <b>Nurse Advice Line</b><br>1-800-256-1982       |

| Behavioral Health Authorizations (Beacon)  |  |
|--|--|
| Call 1-844-513-4951 for authorizations for: <ul style="list-style-type: none"> <li>▪ Inpatient Psychiatric Admissions</li> <li>▪ BH Partial Hospital Program Requests</li> <li>▪ BH Intensive Outpatient Program Requests</li> </ul> | Fax 1-888-237-3997 for authorizations for: <ul style="list-style-type: none"> <li>▪ Addiction and Recovery Treatment Services (ARTS)</li> <li>▪ Community Mental Health Rehabilitation Services (CMHRS)</li> </ul> |

| LTSS Authorizations  |  |
|--|--|
| No Prior Authorizations List at:<br><a href="http://virginiapremier.com/providers/medicaid">virginiapremier.com/providers/medicaid</a> | Phone numbers: <ul style="list-style-type: none"> <li>▪ LTSS Requests, contact the Care Coordination Team at 1-877-719-7358 or fax 1-877-794-7954</li> <li>▪ Outpatient Service Requests (excluding LTSS): 1-888-251-3063 or fax 1-800-827-7192</li> <li>▪ Medical Admission Requests: 1-888-251-3063 or fax 1-877-739-1365</li> </ul> |

# Claim Submission & Payment Information

- Virginia Premier’s Provider Portal: [virginiapremier.com/providers/medicaid](http://virginiapremier.com/providers/medicaid)  
The Provider Portal allows you to:
  - Submit CMS 1500 Claims Forms
  - Check Member Eligibility
  - Check Claims Status
- Send paper submissions to:  
Virginia Premier Elite Plus  
PO BOX 4369  
Richmond, VA 23220-8369
- Electronic Submissions
  - Availity
    - See [availity.com/about-us/contact-us](http://availity.com/about-us/contact-us)
    - Payer ID: VPEP1
    - Phone Number 1-800-282-4548
  - Relay Health
    - Contact [relayhealth.com](http://relayhealth.com)
    - Payer ID 837 Professional: 1244
    - Payer ID 837 Institutional: 4573
    - Phone Number: 1-800-981-8601
- Electronic Funds Transfers (EFT) and Electronic Remittance Advices (ERA) are issued through PaySpan. Contact [providersupport@payspan.com](mailto:providersupport@payspan.com) or 1-877-337-7154, option 1 for registration assistance.

## Coordination of Benefits

| Services Being Billed   | Primary Insurance  | Billing Instructions  |
|---|--|---|
| <b>MLTSS Waiver Services Only (Medicare Non Covered Services)</b> | Virginia Premier D-SNP<br>Another D-SNP Payer<br>Medicare FFS<br><br>Other TPL Coverage      | Bill directly to Virginia Premier   |
| <b>All Other Services</b>   | Virginia Premier D-SNP<br><br>Another D-SNP Payer/<br>Other TPL Coverage<br><br>Medicare FFS | Submit one claim directly to Virginia Premier who will process both the Medicare and Medicaid portion of the claim.<br><br>Bill directly to the primary insurance. Upon receiving the final determination (Remit/EOB) from the primary payer, submit a secondary claim to Virginia Premier.<br><br>Bill directly to CMS. Under the coordination of Benefit Agreement (COBA), CMS will submit the crossover claim to Virginia Premier. |

While we will accept paper secondary claims, we encourage providers to submit Coordination of Benefit (COB) claims electronically. Please ensure to follow the guidelines submitting below when submitting secondary claims.

- For paper submissions
  - Include of primary EOB
- For EDI submissions
  - Create or forward claims in full HIPAA standard format (837) and include electronic payment information received from the primary payer's HIPAA standard electronic remittance advice (ERA).

## Claim Reconsiderations

All reconsiderations must be submitted in writing on the Virginia Premier Claim Adjustment form via mail within 60 days of the provider remittance date. For questions please contact Claims Customer Service at 1-800-727-7536.

## Provider Updates

You can inform us of provider changes and updates by submitting a request form online at: [viriniapremier.com/providers/medicaid](http://viriniapremier.com/providers/medicaid)

## Transportation

- Virginia Premier offers our own safe transit to and from medical visits, health and wellness events, and education sessions at no cost.
- Members, Caregivers, and Providers can schedule non-emergent transportation by calling 1-877-719-7358, option #2

## Pharmacy

- Virginia Premier Elite Plus covered prescription and over-the-counter drugs are administered through Envision Pharmaceutical Services (Envision Rx), [envisionrx.com](http://envisionrx.com). In addition to claim adjudication, Envision Rx performs our Medication Therapy Management Program.
- Envision Rx maintains a 24 hour, 7 day week call center that can be reached at 1-844-838-0711.
- Submit Prior Authorization Requests:
  - Verbally by calling 1-855-872-0005 (TTY: 711)
  - Electronically by visiting our website [VirginiaPremier.com](http://VirginiaPremier.com), CoverMyMeds, or SureScripts
  - In writing by either faxing 1-866-250-5178 or mailing to:  
Envision Pharmaceutical Services, LLC  
Attn: Coverage Determinations Dept.  
2181 East Aurora Road  
Twinsburg, OH 44087
- Implantable Contraceptive Devices  
To obtain implantable contraceptive devices for Virginia Premier Elite Plus non-dual (i.e., not eligible for Medicare Part D) members, you may use the order forms found on our website [VirginiaPremier.com](http://VirginiaPremier.com) or contact the preferred specialty vendor as directed below:
  - Mirena, Skyla contact CVS / Caremark 1-866-638-8321
  - Nexplanon, contact CVS / Caremark 1-866-638-8321
  - Paragard, contact ICS Distribution at 1-877-Paragard
- Formulary can be found on our website at [VirginiaPremier.com](http://VirginiaPremier.com)

# Virginia Premier Partners

**Labs** (except for CLIA approved labs on the in-office lab list)

**Lab Corp:** 1-800-873-7251  
**SolstasLabs:** 1-888-200-4775

**Routine Vision**

**VSP:** 1-800-877-7195

**Dental** (Smiles for Children and MLTSS Enhanced Benefits)

**DentaQuest:** 1-844-822-8115

**Pharmacy Retail and Specialty**

**Envision:** 1-855-872-0005  
**Pharmacy Help Desk:** 1-855-408-0010

**Radiology** (CT, CTA, CCTA, MRI, PET scans, Nuclear Cardiology Imaging)

**NIA:** 1-800-642-7578 or **RadMD.com**