

# DMAS Contact Information

## Mailing Address for General Information

Department of Medical Assistance Services Attn: Director's Office 600 East Broad Street  
Richmond, VA 23219

DMAS-Info@dmas.virginia.gov

**Map and directions to DMAS (click here)**

## Telephone Numbers for General Information

Voice 804-786-7933

TDD 800-343-0634

Provider Helpline 1-800-552-8627 (in state) 804-786-6273 (out of state)

Recipient Helpline 1-804-786-6145

Managed Care Helpline 1-800-643-2273

## Executive Offices

Patrick W. Finnerty, Director

Cindi B. Jones, Chief Deputy Director

Scott Crawford, Deputy Director Finance and Administration

Cheryl J. Roberts, Deputy Director Program Operations

804-786-8099

<b>Email Contacts</b>	
General Information	DMAS-Info@dmas.virginia.gov
Freedom of Information Request (FOIA)	FOIA@dmas.virginia.gov
Electronic Claims Processing and Passwords	edivmap@fhsc.com
Technical Internet Problems Only	tecsupport@dmas.virginia.gov

<b>Provider Information</b>	
DMAS Provider Helpline	1-800-552-8627 (in state) 804-786-6273 (out of state)
Provider Enrollment (FHSC)	1-888-829-5373 (in state) 804-270-5105 (out of state)
ARS Web System	1-800-241-8726 <a href="https://virginia.fhsc.com">https://virginia.fhsc.com</a>
MediCall (AVRS): USA	1-800-884-9730 1-800-772-9996
MediCall (AVRS): Richmond area	804-965-9732 804-965-9733
ClaimCheck	claimcheck@dmas.virginia.gov
Consumer Directed Fiscal Agent – PPL	1-866-259-3009 804-200-4001 CDFAS@dmas.virginia.gov PPLVA@pcgus.com
Dental – Smiles for Children	1-888-912-3456
HIPAA Office of Privacy and Security	hipaaprivacy@dmas.virginia.gov
Managed Care Helpline	1-800-643-2273 managedcarehlep@dmas.virginia.gov
Medical Support	804-786-8056
NPI	npi@dmas.virginia.gov

Pharmacy	1-800-932-6648 <a href="https://virginia.fhsc.com/providers/pharmacyinitiatives.asp">https://virginia.fhsc.com/providers/pharmacyinitiatives.asp</a> pdlinput@dmas.virginia.gov
Prior Authorization - KePRO	1-888-827-2884 804-622-8900 (local) <a href="https://dmas.kepro.org">https://dmas.kepro.org</a> PAUR06@dmas.virginia.gov providerissues@kepro.org
Provider Training	804-371-2484
SLH Provider Helpline	1-800-852-6080
Third Party Liability	TPLunit@dmas.virginia.gov
Transportation – Logisticare	1-866-386-8331 transportation@dmas.virginia.gov

<b>Program Information</b>	
Appeals	804-371-8488
Consumer Directed Fiscal Agent – PPL	1-866-259-3009 804-200-4001 CDFAS@dmas.virginia.gov PPLVA@pcgus.com
Dental - Smiles for Children Program	1-888-912-3456
Durable Medical Equipment	804-225-4222 dme@dmas.virginia.gov
Maternal and Child Health <ul style="list-style-type: none"> <li>• BabyCare (Maternity Program)</li> <li>• EPSDT (Well Child Care)</li> <li>• Family Planning Waiver</li> </ul>	1-800-421-7376  epsdt@dmas.virginia.gov

Children's Health Insurance Program <ul style="list-style-type: none"> <li>• FAMIS</li> <li>• FAMIS MOMS</li> <li>• FAMIS Select</li> </ul>	1-866-873-2647 <a href="http://www.famis.org">http://www.famis.org</a>  <a href="mailto:famis@dmas.virginia.gov">famis@dmas.virginia.gov</a> <a href="mailto:famiselect@dmas.virginia.gov">famiselect@dmas.virginia.gov</a>
Fraud	1-800-371-0824
Disease Management - Healthy Returns Program <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Coronary Artery Disease</li> <li>• Congestive Heart Failure</li> <li>• Diabetes</li> <li>• COPD</li> </ul>	1-866-836-4008 <a href="https://va.mynurseonline.com/PatientAccessWeb">https://va.mynurseonline.com/PatientAccessWeb</a>
Health Insurance Premium Payment (HIPP) Helpline	1-800-432-5924
Home and Community Based Waivers	804-786-1465
Home Health	804-225-4222
Managed Care Helpline	1-800-643-2273 <a href="mailto:ManagedCareHelp@dmas.virginia.gov">ManagedCareHelp@dmas.virginia.gov</a>
Managed Care Organizations <ul style="list-style-type: none"> <li>• AMERIGROUP Virginia</li> <li>• Anthem HealthKeepers Plus</li> <li>• CareNet</li> <li>• Optima Family Care</li> <li>• Virginia Premier Health Plan</li> </ul>	<ul style="list-style-type: none"> <li>• 1-800-600-4441</li> <li>• 1-800-901-0020</li> <li>• 1-800-279-1878</li> <li>• 1-800-881-2166</li> <li>• 1-888-338-4579</li> </ul>
Medicaid Buy-In	<a href="mailto:buy-in@dmas.virginia.gov">buy-in@dmas.virginia.gov</a>

Medicare • Part D • Buy In	1-800-Medicare medicarePartD@dmas.virginia.gov medicarebuyin@dmas.virginia.gov
Nursing Facilities	804-225-4222
Pharmacy	1-800-932-6648 pdlinput@dmas.virginia.gov
Recipient Helpline	1-804-786-6145
Transportation - Logisticare	1-866-386-8331 transportation@dmas.virginia.gov
Uninsured Medical Catastrophe Fund	1-800-432-5924
Recipient Medicaid Fraud	recipientfraud@dmas.virginia.gov

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