



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:** 1/19/2022

**SUBJECT:** Federal Public Health Emergency Extended Until April 16, 2022; New State Public Health Emergency

The purpose of this bulletin is to inform providers that the federal public health emergency (PHE) was extended on January 14, 2022, and will now last until April 16, 2022. In addition, Executive Order 84 allowed for certain additional state flexibilities under a new, temporary state PHE.

To learn more about the DMAS COVID-19 response, please go this [link](#). To review updated DMAS flexibilities and policies (both due to the federal PHE and the temporary state PHE) please go to this [link](#).

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## PROVIDER CONTACT INFORMATION & RESOURCES

<p><b>Virginia Medicaid Web Portal Automated Response System (ARS)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p>	<p><a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a></p>
<p><b>Medicall (Audio Response System)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.</p>	<p>1-800-884-9730 or 1-800-772-9996</p>
<p><b>KEPRO</b> Service authorization information for fee-for-service members.</p>	<p><a href="https://dmas.kepro.com/">https://dmas.kepro.com/</a></p>
<p><b>Provider Appeals</b> 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</p>	<p><a href="https://www.dmas.virginia.gov/appeals/">https://www.dmas.virginia.gov/appeals/</a></p>

appeal resources and to register for the portal.	
<p><b>Managed Care Programs</b>                  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.</p>	
<b>Medallion 4.0</b>	<a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a>
<b>CCC Plus</b>	<a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a>
<b>PACE</b>	<a href="http://www.dmas.virginia.gov/#/longtermprograms">http://www.dmas.virginia.gov/#/longtermprograms</a>
<p><b>Magellan Behavioral Health</b>                  Behavioral Health Services                  Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.</p>	<p><a href="http://www.MagellanHealth.com/Provider">www.MagellanHealth.com/Provider</a>                  For credentialing and behavioral health service information, visit:  <a href="http://www.magellanofvirginia.com">www.magellanofvirginia.com</a>, email:  <a href="mailto:VAProviderQuestions@MagellanHealth.com">VAProviderQuestions@MagellanHealth.com</a>, or                  Call: 1-800-424-4046</p>
<p><b>Provider HELPLINE</b> Monday–                  Friday 8:00 a.m.-5:00 p.m. For                  provider use only, have Medicaid                  Provider ID Number available.</p>	<p>1-804-786-6273                  1-800-552-8627</p>
Aetna Better Health of Virginia	<p><a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a>                  1-800-279-1878</p>
Anthem HealthKeepers Plus	<p><a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>                  1-800-901-0020</p>
Molina Complete Care	<p>1-800-424-4524 (CCC+)                  1-800-424-4518 (M4)</p>
Optima Family Care	<p>1-800-881-2166 <a href="http://www.optimahealth.com/medicaid">www.optimahealth.com/medicaid</a></p>
United Healthcare	<p><a href="http://www.Uhcommunityplan.com/VA">www.Uhcommunityplan.com/VA</a>                  and <a href="http://www.myuhc.com/communityplan">www.myuhc.com/communityplan</a>                  1-844-752-9434, TTY 711</p>
Virginia Premier	<p>1-800-727-7536 (TTY: 711), <a href="http://www.virginiapremier.com">www.virginiapremier.com</a></p>