

Contact Us Information

Topic / Issue	Contact Name / Number
ACS Contact Information	
Provider Enrollment Services <ul style="list-style-type: none"> • Online application submittal • Paper application submittals • Application status tracking • Another Provider Enrollment inquiries 	ACS Provider Enrollment Helpdesk (8am-5pm, Mon-Fri): Phone - 804-270-5105 or 888-829-5373 Fax - 804-270-7027 or 888-335-8476
ARS Web System <ul style="list-style-type: none"> • Web Registration (new and registered providers) • Web User Management (user maintenance - passwords, roles, etc) • Web Portal technical issues • All other Web Portal inquiries 	ACS Web Support Helpdesk (8am-5pm, Mon-Fri): Phone - 866-352-0496
Citrix Password Reset <ul style="list-style-type: none"> • User will need C-id at the time of call 	ACS Shared Services Help Desk 1-800-933-4672 Press 1 for Government Health Care
Medical AVRS Automated Provider access to the following Information: <ul style="list-style-type: none"> • Member Eligibility • Claim Status • Claim Payments • Status on Service Authorizations • Service Limits Information • Pharmacy Prescriber ID Information 	Automated Services Available (24 hours a day x 7 days a week) Phone (Richmond Area) - 800-772-9996 Phone (USA) - 800-884-9730
Electronic Data Interchange (EDI) for Claim Submissions <ul style="list-style-type: none"> • Electronic File Set-up • File Testing • EDI Customer Support 	ACS EDI Helpdesk (8am-5pm, Mon-Fri): Phone - 866-352-0766 Fax - 888-335-8460
Point of Service (POS) Pharmacy Support <ul style="list-style-type: none"> • POS Transmission Issues • After Hours Only - Claims Support - Coverage, Limits, Status, Denial Reasons 	ACS Pharmacy Helpdesk (24 hours a day x 7days a week) Phone - 800-774-8481
Other Helpful Information	
Department of Medical Assistance Services (DMAS) <ul style="list-style-type: none"> • General information 	Phone - 804-786-7933 TDD - 800-343-0634
Provider Helpline	Phone (In-State) - 800-552-8627 Phone (Out of State) 804-786-6273
Member Helpline	Phone - 804-786-6145
Managed Care Helpline	Phone - 800-643-2273 Email - ManagedCareHelp@dmas.virginia.gov
Consumer Directed Fiscal Agent – PPL	Phone - 866-259-3009 or 804-200-4001 Email - PPLVA@pcgus.com Email - CDFAS@dmas.virginia.gov
Report Fraud and Abuse	Phone - 800-371-0824
Dental – Smiles for Children	Phone - 888-912-3456
Provider Synergies <ul style="list-style-type: none"> • Inquires on the Preferred Drug List (PDL) • Submissions and processing of service authorizations • Maximum Allowable Cost (MAC) and Specialty MAC programs 	Phone - 800-932-6648 Fax - 800-932-6651 Service authorizations forms can also be mailed to: First Health Services Corporation 4300 Cox Road Glen Allen, VA 23060 Attn: MAP
Service Authorization - KePRO	Phone - 888-827-2884 or 804-622-8900 Email - PAUR06@dmas.virginia.gov Email - Providerissues@kepro.org
Transportation – Logisticare	Phone - 866-386-8331 Email - transportation@dmas.virginia.gov
Children’s Health Insurance Program <ul style="list-style-type: none"> • FAMIS • FAMIS MOMS • FAMIS Select 	FAMIS & FAMIS MOMS Phone - 866-873-2647 FAMIS Select Phone - 888-802-KIDS FAMIS & FAMIS MOMS Email - famis@dmas.virginia.gov FAMIS Select Email - famisselect@dmas.virginia.gov
Managed Care Organizations <ul style="list-style-type: none"> • AMERIGROUP Virginia • Anthem HealthKeepers Plus • CareNet • Optima Family Care • Virginia Premier Health Plan 	Phone - 800-600-4441 Phone - 800-901-0020 Phone - 800-279-1878 Phone - 800-881-2166 Phone - 888-338-4579