

Contact Us Information

Topic / Issue	Contact Name / Number
Virginia Medicaid Contact Information	
Medicall - Automated Voice Response System (24 hours a day x 7 days a week) 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 Phone (Richmond Area) - 800-772-9996 Phone (USA) - 800-884-9730
Provider Helpline (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> Assistance with claims status and adjudication inquires Assistance with Member eligibility, covered services and limitations Assistance with regulations, Memos and other communications Assistance with claims and billing instructions 	Virginia Medicaid Provider Helpline Phone (In-State) - 800-552-8627 Phone (Out of State) 804-786-6273
Member Helpline (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> Assistance with covered services and limitations Assistance with claim/payment information 	Virginia Medicaid Member Helpline Phone - 804-786-6145
Provider Enrollment Services (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> Online application submittal Paper application submittals Application status tracking All other Provider Enrollment inquiries 	Virginia Medicaid Provider Enrollment Helpdesk Phone - 804-270-5105 or 888-829-5373 Fax - 804-270-7027 or 888-335-8476
Web Systems (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> Web Registration (new and registered providers) Web User Management (user maintenance - passwords, roles, etc) Provider Profile Maintenance Claims Direct Data Entry (DDE) Web Portal technical issues All other Web Portal inquiries 	Virginia Medicaid Web Support Helpdesk Phone - 866-352-0496
Electronic Data Interchange (EDI) for Claim Submissions (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> Electronic File Set-up File Testing EDI Customer Support 	Virginia Medicaid EDI Helpdesk Phone - 866-352-0766 Fax - 888-335-8460
Pharmacy Point of Service (POS) Support (24 hours a day x 7 days a week) <ul style="list-style-type: none"> POS Transmission Issues Drug service authorizations Preferred Drug List (PDL) ProDUR and RetroDUR 	Virginia Medicaid Pharmacy Helpdesk Phone - 800-932-6648
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
Managed Care Helpline	Phone - 800-643-2273 Email - ManagedCareHelp@dmass.virginia.gov
Consumer Directed Fiscal Agent – PPL	Phone - 866-259-3009 or 804-200-4001 Email - PPLVA@pcgus.com Email - CDFAS@dmass.virginia.gov
Report Fraud and Abuse	Phone - 800-371-0824
Dental – Smiles for Children	Phone - 888-912-3456
Service Authorization - KePRO	Phone - 888-827-2884 or 804-622-8900 Email - PAUR06@dmass.virginia.gov Email - Providerissues@kepro.org
Transportation – Logisticare	Phone - 866-386-8331 Email - transportation@dmass.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@dmass.virginia.gov FAMIS Select Email - famisselect@dmass.virginia.gov
Managed Care Organizations <ul style="list-style-type: none"> AMERIGROUP Virginia Anthem HealthKeepers Plus CareNet Kaiser Permanente Optima Family Care Virginia Premier Health Plan 	Phone - 800-600-4441 Phone - 800-901-0020 Phone - 800-279-1878 Phone - 855-249-5025 Phone - 800-881-2166 Phone - 888-338-4579