

## Contact Us Information

Topic / Issue	Contact Name / Number
<b>Virginia Medicaid Contact Information</b>	
<b>MediCall - Automated Voice Response System</b> (24 hours a day x 7 days a week) Automated Provider access to the following Information: <ul style="list-style-type: none"> <li>• Member Eligibility</li> <li>• Claim Status</li> <li>• Claim Payments</li> <li>• Status on Service Authorizations</li> <li>• Service Limits Information</li> <li>• Pharmacy Prescriber ID Information</li> </ul>	Automated Services <ul style="list-style-type: none"> <li>• Phone (Richmond Area) - 800-772-9996</li> <li>• Phone (USA) - 800-884-9730</li> </ul>
<b>Provider Helpline</b> (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> <li>• Assistance with claims status and adjudication inquires</li> <li>• Assistance with Member eligibility, covered services and limitations</li> <li>• Assistance with regulations, Memos and other communications</li> <li>• Assistance with claims and billing instructions</li> </ul>	Virginia Medicaid Provider Helpline <ul style="list-style-type: none"> <li>• Phone (Toll Free) - 800-552-8627</li> <li>• Phone (In State) 804-786-6273</li> </ul>
<b>Member Helpline</b> <b>(8am-5pm, Mon-Fri)</b> <ul style="list-style-type: none"> <li>• Assistance with covered services and limitations</li> <li>• Assistance with claim/payment information</li> </ul>	Virginia Medicaid Member <ul style="list-style-type: none"> <li>• Helpline Phone - 804-786-6145</li> </ul>
<b>Provider Enrollment Services</b> (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> <li>• Online application submittal</li> <li>• Paper application submittals</li> <li>• Application status tracking</li> <li>• All other Provider Enrollment inquiries</li> </ul>	Virginia Medicaid Provider Enrollment Helpdesk <ul style="list-style-type: none"> <li>• Phone - 804-270-5105 or 888-829-5373</li> <li>• Fax - 804-270-7027 or 888-335-8476</li> <li>• Email: <a href="mailto:Va.Medicaid.ProviderEnrollment@conduent.com">Va.Medicaid.ProviderEnrollment@conduent.com</a></li> </ul>
<b>Web Systems</b> (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> <li>• Web Registration (new and registered providers)</li> <li>• Web User Management (user maintenance - passwords, roles, etc.)</li> <li>• Provider Profile Maintenance</li> <li>• Claims Direct Data Entry (DDE)</li> <li>• Web Portal technical issues</li> <li>• All other Web Portal inquiries (Primary Account Holder Changes)</li> </ul>	Virginia Medicaid Web Support Helpdesk <ul style="list-style-type: none"> <li>• Phone - 866-352-0496 (or) via Email at <a href="mailto:virginiamedicaid.providerhelpline@conduent.com">virginiamedicaid.providerhelpline@conduent.com</a></li> </ul>
<b>Electronic Data Interchange (EDI) for Claim Submissions</b> (8am-5pm, Mon-Fri) <ul style="list-style-type: none"> <li>• Electronic File Set-up</li> <li>• File Testing</li> <li>• EDI Customer Support</li> </ul>	Virginia Medicaid EDI Helpdesk <ul style="list-style-type: none"> <li>• Phone - 866-352-0766</li> <li>• Fax - 888-335-8460</li> </ul>
<b>Pharmacy Point of Service (POS) Support</b> (24 hours a day x 7 days a week) <ul style="list-style-type: none"> <li>• POS Transmission Issues</li> <li>• Drug service authorizations</li> <li>• Preferred Drug List (PDL)</li> <li>• ProDUR and RetroDUR</li> </ul>	Virginia Medicaid Pharmacy <ul style="list-style-type: none"> <li>• Helpdesk Phone - 800-932-6648</li> </ul>
<b>Other Helpful Information</b>	
<b>Department of Medical Assistance Services (DMAS)</b> <ul style="list-style-type: none"> <li>• General information</li> </ul>	Phone - 804-786-7933 TDD - 800-343-0634
<b>Managed Care Helpline</b>	Phone - 800-643-2273 Email - <a href="mailto:ManagedCareHelp@dmas.virginia.gov">ManagedCareHelp@dmas.virginia.gov</a>
<b>Consumer Directed Fiscal Agent – PPL</b>	Phone - 866-259-3009 or 804-200-4001 Email - <a href="mailto:PPLVA@pcgus.com">PPLVA@pcgus.com</a> Email - <a href="mailto:CDFAS@dmas.virginia.gov">CDFAS@dmas.virginia.gov</a>
<b>Report Fraud and Abuse</b>	Phone - 800-371-0824
<b>Dental – Smiles for Children</b>	Phone - 888-912-3456
<b>Service Authorization - KePRO</b>	Phone - 888-827-2884 or 804-622-8900 Email - <a href="mailto:PAUR06@dmas.virginia.gov">PAUR06@dmas.virginia.gov</a> Email - <a href="mailto:Providerissues@kepro.org">Providerissues@kepro.org</a>
<b>Transportation – Logisticare</b>	Phone - 866-386-8331 Email - <a href="mailto:transportation@dmas.virginia.gov">transportation@dmas.virginia.gov</a>
<b>Children’s Health Insurance Program</b> <ul style="list-style-type: none"> <li>• FAMIS</li> <li>• FAMIS MOMS</li> <li>• FAMIS Select</li> </ul>	FAMIS & FAMIS MOMS Phone - 866-873-2647 FAMIS Select Phone - 888-802-KIDS FAMIS & FAMIS MOMS Email - <a href="mailto:famis@dmas.virginia.gov">famis@dmas.virginia.gov</a> FAMIS Select Email - <a href="mailto:famisselect@dmas.virginia.gov">famisselect@dmas.virginia.gov</a>
<b>Managed Care Organizations</b> <ul style="list-style-type: none"> <li>• Aetna Better Health of VA</li> <li>• AMERIGROUP Virginia</li> <li>• Anthem HealthKeepers Plus</li> <li>• CareNet</li> <li>• CCC Plus (Maximus) MCO Helpline</li> <li>• Kaiser Permanente</li> <li>• Molina Complete Care</li> <li>• Magellan Pharmacy</li> <li>• Optima Family Care</li> <li>• United Healthcare</li> <li>• Virginia Premier Health Plan</li> </ul>	Phone - 855-652-8249 Phone - 800-600-4441 Phone - 800-901-0020 Phone - 800-279-1878 Phone - 844-374-9159 Phone - 855-249-5025 Phone - 800-424-4524 Phone - 800-932-6648 Phone - 800-881-2166 Phone - 866-622-7982 Phone - 888-338-4579