

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@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
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 - famiselect@dmas.virginia.gov
Managed Care Organizations <ul style="list-style-type: none"> • Aetna Better Health of VA • AMERIGROUP Virginia • Anthem HealthKeepers Plus • CareNet • CCC Plus (Maximus) MCO Helpline • Kaiser Permanente • Magellan Complete Health • Magellan Pharmacy • Optima Family Care • United Healthcare • Virginia Premier Health Plan 	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