

# DMAS Contact Information

## Mailing Address for General Information

Department of Medical Assistance Services  
 Attn: Director's Office  
 600 East Broad Street  
 Richmond, VA 23219

[DMAS-Info@dmas.virginia.gov](mailto:DMAS-Info@dmas.virginia.gov)

**[Map and directions to DMAS \(click here\)](#)**

## Telephone Numbers for General Information

**Voice 804-786-7933**

**TDD 800-343-0634**

**Cover Virginia** 1-855-242-8282 [www.coverva.org](http://www.coverva.org)

**Governor's Access Plan (GAP)** 1-855-869-8190 [www.coverva.org/gap.cfm](http://www.coverva.org/gap.cfm)

**Provider Helpline** 1-800-552-8627 (in state) 804-786-6273 (out of state)

**Recipient Helpline** 1-804-786-6145

**Managed Care Helpline** 1-800-643-2273

## Email Contacts

General Information	<a href="mailto:DMAS-Info@dmas.virginia.gov">DMAS-Info@dmas.virginia.gov</a>
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Freedom of Information Request (FOIA)	<a href="mailto:FOIA@dmas.virginia.gov">FOIA@dmas.virginia.gov</a>
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Electronic Claims Processing and Passwords	<a href="mailto:virginia.edisupport@xerox.com">virginia.edisupport@xerox.com</a>
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Technical Internet Problems Only	<a href="mailto:tecsupport@dmas.virginia.gov">tecsupport@dmas.virginia.gov</a>
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## Provider Information

DMAS Provider Helpline	1-800-552-8627 (in state) 804-786-6273 (out of state)
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Provider Enrollment	1-888-829-5373 (in state) 804-270-5105 (out of state)
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ARS Web System	1-866-352-0496 <a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a>
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MediCall (AVRS): USA	1-800-884-9730 / 1-800-772-9996
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MediCall (AVRS): Richmond area	804-965-9732 804-965-9733
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ClaimCheck	<a href="mailto:claimcheck@dmas.virginia.gov">claimcheck@dmas.virginia.gov</a>
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Consumer Directed Fiscal Agent Customer Service (PPL)	1-866-259-3009 804-665-2101 <a href="mailto:CDFAS@dmas.virginia.gov">CDFAS@dmas.virginia.gov</a> <a href="mailto:PPLVA@pcgus.com">PPLVA@pcgus.com</a>
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Dental – Smiles for Children	1-800-912-3456 <a href="mailto:smiles@dmas.virginia.gov">smiles@dmas.virginia.gov</a>
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HIPAA Office of Privacy and Security	<a href="mailto:hipaaprivacy@dmas.virginia.gov">hipaaprivacy@dmas.virginia.gov</a>
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Managed Care Helpline	1-800-643-2273
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	<a href="http://www.viriniamanagedcare.com">www.viriniamanagedcare.com</a> <a href="mailto:managedcarehelp@dmas.virginia.gov">managedcarehelp@dmas.virginia.gov</a>
Medical Support	804-786-8056
Pharmacy Service Authorizations (including the Preferred Drug List) Pharmacy Claims Processing	1-800-932-6648  1-800-774-8481 <a href="mailto:pdlinput@dmas.virginia.gov">pdlinput@dmas.virginia.gov</a>
Prior Authorization - KePRO	1-888-827-2884 804-622-8900 (local) <a href="https://dmas.kepro.org">https://dmas.kepro.org</a> <a href="mailto:PAUR06@dmas.virginia.gov">PAUR06@dmas.virginia.gov</a> <a href="mailto:providerissues@kepro.org">providerissues@kepro.org</a>
Provider Training	<a href="mailto:providertrainingregistration@dmas.virginia.gov">providertrainingregistration@dmas.virginia.gov</a>
Third Party Liability	<a href="mailto:TPLunit@dmas.virginia.gov">TPLunit@dmas.virginia.gov</a>
Transportation – Logisticare	1-866-386-8331 <a href="mailto:transportation@dmas.virginia.gov">transportation@dmas.virginia.gov</a>
<b>Program Information</b>	
Appeals	804-371-8488
Consumer Directed Fiscal Agent – PPL	1-866-259-3009 804-665-2101 <a href="mailto:CDFAS@dmas.virginia.gov">CDFAS@dmas.virginia.gov</a> <a href="mailto:PPLVA@pcgus.com">PPLVA@pcgus.com</a>
Dental - Smiles for Children Program	1-888-912-3456
Durable Medical Equipment	<a href="mailto:dme@dmas.virginia.gov">dme@dmas.virginia.gov</a>
Maternal and Child Health <ul style="list-style-type: none"> <li>• BabyCare (Maternity Program)</li> <li>• EPSDT (Well Child Care &amp; Specialized Services)</li> <li>• Plan First/Family Planning</li> </ul>	1-800-421-7376 <a href="mailto:babycare@dmas.virginia.gov">babycare@dmas.virginia.gov</a> <a href="mailto:epsdt@dmas.virginia.gov">epsdt@dmas.virginia.gov</a>  <a href="mailto:planfirst@dmas.virginia.gov">planfirst@dmas.virginia.gov</a>
Children's Health Insurance Program <ul style="list-style-type: none"> <li>• FAMIS</li> <li>• FAMIS MOMS</li> <li>• FAMIS Select</li> </ul>	<b>Cover Virginia 1-855-242-8282 <a href="http://www.coverva.org">www.coverva.org</a></b> <a href="http://www.coverva.org/programs_famis.cfm">www.coverva.org/programs_famis.cfm</a> <a href="mailto:famiselect@dmas.virginia.gov">famiselect@dmas.virginia.gov</a> <u>On-line application @</u> <a href="http://www.coverva.org/programs_famis_select.cfm">www.coverva.org/programs_famis_select.cfm</a> 1-888-802-KIDS (1-888-802-5437)
Fraud	1-800-371-0824
Health Insurance Premium Payment (HIPP) Helpline	1-800-432-5924 <a href="mailto:HIPPCustomerService@dmas.virginia.gov">HIPPCustomerService@dmas.virginia.gov</a>
Long-Term Care Services	<a href="http://www.dmas.virginia.gov/Content_pgs/ltc-faq_form.aspx">http://www.dmas.virginia.gov/Content_pgs/ltc-faq_form.aspx</a>
Managed Care Helpline	1-800-643-2273 <a href="http://www.viriniamanagedcare.com">www.viriniamanagedcare.com</a> <a href="mailto:managedcarehelp@dmas.virginia.gov">managedcarehelp@dmas.virginia.gov</a>

<p>Managed Care Organizations</p> <ul style="list-style-type: none"> <li>• Anthem HealthKeepers Plus</li> <li>• Aetna Better Health of Virginia</li> <li>• INTotal Health</li> <li>• Optima Family Care</li> <li>• Kaiser Permanente</li> <li>• Virginia Premier Health Plan</li> </ul>	<ul style="list-style-type: none"> <li>• 1-800-901-0020</li> <li>• 1-800-279-1878</li> <li>• 1-855-323-5588</li> <li>• 1-800-881-2166</li> <li>• 1-855-249-5025</li> <li>• 1-800-727-7536 - Richmond/Central/Western Members</li> <li>• 1-888-338-4579 - Roanoke/Danville/Lynchburg Members</li> <li>• 1-800-727-7536 - Far Southwest</li> </ul>
Medicaid Buy-In	<a href="mailto:buy-in@dmas.virginia.gov">buy-in@dmas.virginia.gov</a>
<p>Medicare</p> <ul style="list-style-type: none"> <li>• Part D</li> <li>• Buy In</li> </ul>	<p>1-800-Medicare</p> <ul style="list-style-type: none"> <li>• <a href="mailto:medicarePartD@dmas.virginia.gov">medicarePartD@dmas.virginia.gov</a></li> <li>• <a href="mailto:medicarebuyin@dmas.virginia.gov">medicarebuyin@dmas.virginia.gov</a></li> </ul>
Program of All Inclusive Care for the Elderly (PACE)	804-371-8894
<p>Pharmacy Service Authorizations (including the Preferred Drug List)</p> <p>Pharmacy Claims Processing</p>	<p>1-800-932-6648</p> <p>1-800-774-8481</p> <p><a href="mailto:pdlinput@dmas.virginia.gov">pdlinput@dmas.virginia.gov</a></p>
Recipient Helpline	1-804-786-6145
Transportation - Logisticare	<p>1-866-386-8331</p> <p><a href="mailto:transportation@dmas.virginia.gov">transportation@dmas.virginia.gov</a></p>
Uninsured Medical Catastrophe Fund	1-804-225-4245
<b>Executive Offices</b>	
<p>Cindi B. Jones, Director</p> <p>Linda Nablo, Chief Deputy Director</p> <p>Suzanne Gore, Deputy Director for Administration</p> <p>Scott Crawford, Deputy Director for Finance</p> <p>Cheryl J. Roberts, Deputy Director for Programs</p> <p>Karen Kimsey, Deputy Director for Complex Care Services</p> <p>Katherine Neuhausen, MD, Chief Medical Officer</p> <p>Ashley Hazelton, Special Assistant to the Director</p> <p>China Rentzell, Administrative Assistant</p>	804-786-8099