

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

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

Telephone Numbers for General Information

Voice 804-786-7933

TDD 800-343-0634

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

Executive Offices

Cindi B. Jones, Director

Linda Nablo, Chief Deputy Director

Steve Ford, Deputy Director for Administration

Scott Crawford, Deputy Director for Finance

Cheryl J. Roberts, Deputy Director for Programs

Karen Kimsey, Deputy Director for Complex Care Services

Ashley Hazelton, Executive Assistant

Brooke Barlow, Administrative Assistant

804-786-8099

Appeals Information

Appeals

Tel : 804-371-8488 | Fax : 804-612-0036
Department of Medical Assistance Services
Attn: Appeals Division
600 East Broad Street, 6th Floor
Richmond, Virginia 23219

[Appeals Request Form](#)

Email Contacts

General Information	DMAS-Info@dmas.virginia.gov
Freedom of Information Request (FOIA)	FOIA@dmas.virginia.gov
Electronic Claims Processing and Passwords	virginia.edisupport@xerox.com
Technical Internet Problems Only	tecsupport@dmas.virginia.gov

Provider Information

DMAS Provider Helpline	1-800-552-8627 (in state) 804-786-6273 (out of state)
Provider Enrollment	1-888-829-5373 (in state) 804-270-5105 (out of state)
ARS Web System	1-866-352-0496 www.virginiamedicaid.dmas.virginia.gov
MediCall (AVRS): USA	1-800-884-9730 / 1-800-772-9996
MediCall (AVRS): Richmond area	804-965-9732 804-965-9733
ClaimCheck	claimcheck@dmas.virginia.gov
Consumer Directed Fiscal Agent Customer Service (PPL)	1-866-259-3009 804-665-2101 CDFAS@dmas.virginia.gov PPLVA@pcgus.com
Dental – Smiles for Children	1-800-912-3456 smiles@dmas.virginia.gov
HIPAA Office of Privacy and Security	hipaaprivacy@dmas.virginia.gov
Managed Care Helpline	1-800-643-2273 www.virginiamanagedcare.com managedcarehelp@dmas.virginia.gov
Medical Support	804-786-8056
Pharmacy Service Authorizations (including the Preferred Drug List) Pharmacy Claims Processing	1-800-932-6648 1-800-774-8481 pdlinput@dmas.virginia.gov

Prior Authorization - KePRO	1-888-827-2884 804-622-8900 (local) https://dmas.kepro.org PAUR06@dmas.virginia.gov providerissues@kepro.org
Provider Training	providertrainingregistration@dmas.virginia.gov
Third Party Liability	TPLunit@dmas.virginia.gov
Transportation – Logisticare	1-866-386-8331 transportation@dmas.virginia.gov

Program Information	
Consumer Directed Fiscal Agent – PPL	1-866-259-3009 804-665-2101 CDFAS@dmas.virginia.gov PPLVA@pcgus.com
Dental - Smiles for Children Program	1-888-912-3456
Durable Medical Equipment	dme@dmas.virginia.gov
Maternal and Child Health <ul style="list-style-type: none"> BabyCare (Maternity Program) EPSDT (Well Child Care & Specialized Services) Plan First/Family Planning 	1-800-421-7376 epsdt@dmas.virginia.gov
Children’s Health Insurance Program <ul style="list-style-type: none"> FAMIS FAMIS MOMS FAMIS Select 	1-855-242-8282 http://coverva.org famis@dmas.virginia.gov famisselect@dmas.virginia.gov
Fraud	1-800-371-0824
Health Insurance Premium Payment (HIPP) Helpline	1-800-432-5924 HIPPCustomerService@dmas.virginia.gov
Long-Term Care Services	http://www.dmas.virginia.gov/Content_pgs/ltc-faq_form.aspx
Managed Care Helpline	1-800-643-2273 www.virginiamanagedcare.com managedcarehelp@dmas.virginia.gov

Managed Care Organizations <ul style="list-style-type: none"> • Anthem HealthKeepers Plus • CoventryCares of Virginia • INTotal Health • MajestaCare • Optima Family Care • Virginia Premier Health Plan 	<ul style="list-style-type: none"> • 1-800-901-0020 • 1-800-279-1878 • 1-800-600-4441 • 1-866-996-9140 • 1-800-881-2166 • 1-800-828-7989 - Richmond/Central/Western Members • 1-888-338-4579 - Roanoke/Danville/Lynchburg Members • 1-800-727-7536 - Far Southwest
Medicaid Buy-In	buy-in@dmas.virginia.gov
Medicare <ul style="list-style-type: none"> • Part D • Buy In 	1-800-Medicare <ul style="list-style-type: none"> • medicarePartD@dmas.virginia.gov • medicarebuyin@dmas.virginia.gov
Program of All Inclusive Care for the Elderly (PACE)	804-371-8894
Pharmacy Service Authorizations (including the Preferred Drug List) Pharmacy Claims Processing	1-800-932-6648 1-800-774-8481 pdinput@dmas.virginia.gov
Recipient Helpline	1-804-786-6145
Transportation - Logisticare	1-866-386-8331 transportation@dmas.virginia.gov
Uninsured Medical Catastrophe Fund	1-804-225-4245

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