

Medallion 3.0/FAMIS Managed Care Provider Questions

Q. Will the MCO reimbursement be different from DMAS?

A. The Medicare rates that are to be used by the MCOs will be provided by DMAS. The MCOs reimburse some CPT codes not paid by fee-for-service. Some MCOs may reimburse at the time the claim is paid, while others may do supplemental payments. Please contact each health plan for specific information.

Q. If I am a DMAS enrolled provider and also participate in an MCO network, where do I submit my attestation?

A. You should submit the DMAS Attestation Form to DMAS. DMAS will share the attestation with each Medicaid MCO. Go to the DMAS web portal at www.viriniamedicaid.dmas.virginia.gov for additional information.

Q. If I am not a DMAS enrolled provider but participate in an MCO network, where do I submit my attestation?

A. You should submit your attestation to each Medicaid MCO with whom you participate. Please see the MCO Attestation Form for fax numbers.

Q. If a provider does not participate in Vaccines for Children, will the provider receive the \$21.24 vaccine administration rate?

A. No. A provider must participate with Vaccines for Children to receive this rate. Providers not participating with Vaccines for Children will receive a different Medicare rate for vaccine administration. To receive either of the vaccine administration increases, providers must attest.

Q. Who do I call if I have questions regarding the MCO process or payment?

A. For MCO questions, please contact:

MCO	Contact
Anthem	1-800-901-0200
Aetna	1-800-279-1878
INTotal Health	1-855-323-5588
Kaiser Permanente	1-800-810-4766
Optima Family Care	1-757-552-7474 or 1-800-229-8822
Virginia Premier Health Plan	Tidewater - 1-800-828-7989 Richmond/Central/Western - 1-800-727-7536 Roanoke/Danville/Lynchburg - 1-888-338-4579 Southwest - 1-888-285-8963