

MANAGED CARE RESOURCE GUIDE

Department of Medical Assistance Services

14. Contact Information

Member Services Contact Information

Plan Name	Member Services Phone Number
<i>Amerigroup</i>	1-800-600-4441 TTY 1-800-855-2880 https://providers.amerigroup.com/pages/home.aspx
<i>Anthem HealthKeepers Plus</i>	1-800-901-0020 Nurse Advice Line (24/7 NurseLine) – 1-800-382-9625 www.anthem.com
<i>CoventryCares of Virginia</i>	1-800-279-1878 TTY/TDD 711 Nurse Advice Line – 1-877-878-8940 www.CoventryCaresVA.com
<i>MajestaCare-A Health Plan of Carilion Clinic</i>	1-866-996-9140 Virginia Relay: 7-1-1 www.MajestaCare.com
<i>Optima Family Care- A Service of Sentara – Underwritten by Optima Health Plan</i>	1-757-552-8975 or 1-800-881-2166 Nurse Advice Line – 1-800-394-2237 or 1-757-552-7250 www.optimahealth.com
<i>Virginia Premier Health Plan, Inc.</i>	Tidewater – 757-461-0064 or 800-828-7989 Richmond/Central/Western Members 804-819-5151 or 800-727-7536 Roanoke/Danville/Lynchburg Members 540-344-8838 or 888-338-4579 Far Southwest - 800-727-7536 Nurse Advice Line – 800-256-1982 www.vapremier.com
<i>FAMIS Central Processing Unit</i>	1-866-87FAMIS (1-866-873-2647) www.famis.org
<i>Fee-For-Service DMAS Member Helpline</i>	Eligibility - Call your local Department of Social Services Covered Services - Call DMAS Member Helpline: 1-804-786-6145 http://dmasva.dmas.virginia.gov/

Medicaid/FAMIS Behavioral Health Contacts

Plan Name	Member Services Phone Number
<i>Amerigroup</i>	Providers call: 1-800-454-3730
<i>Anthem HealthKeepers Plus</i>	Providers call: 1-800-991-6045
<i>CoventryCares of Virginia</i>	Providers call MHNNet: 800-975-8919 www.mhnet.com
<i>MajestaCare-A Health Plan of Carilion Clinic</i>	Providers call: 1-866-996-9140 Preauthorization Fax # 1-855-388-0430 Or submit Prior Auth request via Provider Portal @ www.MajestaCare.com
<i>Optima Family Care / Optima Behavioral Health</i>	Providers call: 757-552-7174 or 800-648-8420 Pre-authorization fax: 757-552-7176 or 888-576-9675
<i>Virginia Premier Health Plan</i>	Tidewater - 1/757-461-0064 or 800-828-7989 Richmond/Central/Western - 804-819-5151 or 800-727-7536 Roanoke/Danville/Lynchburg – 1-540-344-8838 or 888-338-4579 www.vapremier.com Pre-authorization 800-727-7536 ext 5709 or FAX – 800-827-7192

High Risk Maternal Infant Program Services and Contact Information

Plan	Infant Program	Services	
<p><i>Amerigroup</i> 2600 Park Tower Drive, Suite #600 Vienna, VA 22180</p>	<p>Taking Care of Baby and Me 1-800-600-4441</p> <p>Child with Special Health Care Needs 1-800-600-4441</p>	<ul style="list-style-type: none"> ▪ Outreach Welcome Call with OB Risk Screening and resource referral and assistance ▪ Comprehensive OB and NICU Case Management Services with Health Assessments and referrals ▪ Ongoing member health and needs assessments ▪ Welcome Prenatal and Post Partum packets with education information and incentive Gift Card awards for prenatal and post partum visits ▪ Ongoing member educational support 	<ul style="list-style-type: none"> ▪ Physician collaboration in care ▪ Utilization management and Concurrent Review for hospitalized moms and NICU babies ▪ Provision of SafeLink phones and services to select members ▪ Text4Baby national partner ▪ Assistance with Smoking Cessation resources ▪ Assistance with Breastfeeding referrals and services ▪ 24 hour Nurse helpline
<p><i>Anthem HealthKeepers Plus</i> 2220 Edward Holland Drive MD 62 N Richmond, VA 23230</p>	<p>Future Moms 1-855-254-3853</p> <p>Child with Special Health Care Needs 1- 800-901-0020</p>	<ul style="list-style-type: none"> ▪ Telephonic education, counseling and monitoring ▪ Reassessment and additional education at 28 weeks gestation ▪ Pregnancy related educational materials ▪ 24-hour toll free access to RN ▪ Postpartum assessment ▪ Tobacco cessation 	<ul style="list-style-type: none"> ▪ Identification and intensive management for high risk pregnancies ▪ Outreach ▪ Home visiting outreach
<p><i>CoventryCares of Virginia</i> 9881 Mayland Drive Richmond, VA 23233</p>	<p>Baby Matters 1-800-424-0077</p> <p>Child with Special Health Care Needs 1-800-424-0077, ext. 2981149</p>	<ul style="list-style-type: none"> ▪ Patient Education ▪ Nutrition counseling ▪ Homemaker services ▪ Coordination of community resources ▪ Prenatal incentive Rewards ▪ Post-partum educational materials 	<ul style="list-style-type: none"> ▪ Telephone follow up to screen for depression ▪ Follow-up monitoring ▪ Guidance and support ▪ Telephone/mailing contacts ▪ Makena ▪ Identification and intensive RN Case Management for high-risk pregnancies ▪ Case Management program for NICU babies
<p><i>MajestaCare-A Health Plan of Carilion Clinic</i></p>	<p>Moms 2 Bee 1-866-996-9140</p> <p>Child with Special Health Care Needs 1-866-996-9140</p>	<ul style="list-style-type: none"> ▪ Outreach and OB Risk Screening ▪ OB & NICU case management ▪ Home visit and assessment ▪ Patient Education ▪ Nutrition counseling ▪ Coordination of community resources ▪ Prenatal incentive Rewards ▪ Post-partum educational materials 	<ul style="list-style-type: none"> ▪ 24 hour Nurse helpline 1-866-996-9140 ▪ Assistance with Smoking Cessation resources ▪ Physician collaboration in care ▪ Identification and intensive management for high risk pregnancies ▪ Infant Program with incentives for children 0-2 years
<p><i>Optima Family Care</i> Partners In Pregnancy 4417 Corporation Lane Virginia Beach, VA 23462</p>	<p>Partners in Pregnancy 1-866-239-0618</p> <p>Child with Special Health Care Needs 1-800-229-5522 Fax 1-877-800-2839</p>	<ul style="list-style-type: none"> ▪ Monthly telephone calls/serial screening for risk factors ▪ Continual assessment and follow up with MD when appropriate ▪ RN OB case manager follows high-risk cases and refers to community resources as available and appropriate 	<ul style="list-style-type: none"> ▪ Home visitation through CHIP or Sentara Home care Services according to risk evaluation ▪ Regular educational and support material mailings ▪ 24-hour toll-free access to RNs, Nutrition counseling, Homemaker services, Smoking cessation, Breastfeeding referrals and resources, Postpartum assessment and screening for depression
<p><i>Virginia Premier Health Plan, Inc.</i> 600 E. Broad Street Suite 400 Richmond, VA 23219-1800</p>	<p>Healthy Heartbeats Tidewater – 1-800-828-7989 - ext 2157 FAX - 1-757-466-1133 Roanoke/Danville/Lynchburg 1-888-338-4579 – ext. 5784 FAX - 1-800-827-7192 Richmond/Central/Western 1-800-727-7536 ext. 5710 FAX - 1-804-819-5186 Child with Special Health Care Needs 1-800-727-7536</p>	<ul style="list-style-type: none"> ▪ Initial contact by Medical Outreach Rep with Intake Assessment ▪ Follow-up visits frequency depends on risk (minimum of once per trimester) ▪ Postpartum home visit ▪ Incentive gifts with enrollment into program and gift bag with baby items postpartum 	<ul style="list-style-type: none"> ▪ Teenager special prenatal education ▪ Printed educational materials ▪ OB classes (CBE; breast feeding; baby care) ▪ RN case management if high risk
<p><i>DMAS MCH Division</i> 600 E Broad Street Suite 1300 Richmond, VA 23219</p>	<p>BabyCare* 804-786-6134 Fax: 804-612-0043 Email: BabyCare@dmas.virginia.gov</p>	<ul style="list-style-type: none"> ▪ Case management for pregnant women and infants up to age two who are identified as high-risk 	<ul style="list-style-type: none"> ▪ Expanded prenatal services for pregnant women including patient education classes, tobacco cessation, nutritional services, homemaker services and Substance Abuse Treatment Services.

Medical and Disease Management Services Contact Information

Plan Name	Case Management Information
<i>Amerigroup</i>	Case Management Department 1-800-600-4441 Disease Management 1-888-830-4300
<i>Anthem HealthKeepers Plus</i>	Medical Management - 1-800-533-1120 Case Management Referral Line - 1-800-901-0020 Disease Management (ConditionCare) - 1-855-254-3853
<i>CoventryCares of Virginia</i>	Case Management/Disease Management Department 1-800-424-0077
<i>MajestaCare- A Health Plan of Carilion Clinic</i>	Case Management 1-866-996-9140 Disease Management 1-866-996-9140
<i>Optima Family Care- A Service of Sentara – Underwritten by Optima Health Plan</i>	Pre-authorization Team phone 1-800-229-5522 Fax 1-877-800-2839 Health Care Services Team 1-866-503-5828
<i>Virginia Premier Health Plan, Inc.</i>	Medical Management Richmond/Central/Western - 1-800-727-7536 ext. 5711 FAX – 1-804-819-5186 or 1-866-284-1057 Roanoke/Danville/Lynchburg - 1-888-338-4579 ext. 5785 FAX – 1-540-344-8007 or 1-800-827-7192 Tidewater - 1-800-828-7989 ext .2161 FAX – 1-757-466-1133 Disease Management - 1-866-243-0937 ext. 5753 FAX - 804-819-5361 Referrals/Preauthorization Tidewater/Central/Richmond/Western - 1-888-251-3063 ext. 5709 Southwestern - 1-888-338-4579 ext. 5709

Pharmacy Services Contact Information

Plan	Formulary	Prior Authorization
<i>Amerigroup</i>	Closed Formulary	Amerigroup Pharmacy Department Provider phone: 1-800-454-3730 Provider fax: 1-800-359-5781
<i>Anthem HealthKeepers Plus</i>	Closed formulary	Providers should FAX forms to 1-800-601-4829 Retail Pharmacy Services help desk 1-800-662-0210 Prior Authorization 1-800-338-6180
<i>CoventryCares of Virginia</i>	Closed Formulary	Pharmacy Services Help Desk 1-800-378-7040 Formulary Exception Requests Pharmacy Call Center Phone 1-877-215-4100 FAX 1-877-554-9137
<i>MajestaCare-A Health Plan of Carilion Clinic</i>	Closed Formulary	Phone: 866-996-9140 Pharmacy service authorization requests and medical records should be Faxed to: 855-321-9628. The pharmacy service authorization form is available on the website at: http://www.majestacare.com
<i>Optima Family Care</i>	Closed Formulary	Catamaran Help Desk 1-866-244-9113 Pharmacy Department Fax 1-757-552-7516 1-800-750-9692
<i>Virginia Premier Health Plan, Inc.</i>	Formulary	EnvisionRxOptions ENVISION's Member/Pharmacy/Medical toll-free helpline: 855-872-0005 Physician PA fax line: 877-503-7231
<i>Fee-For-Service</i>	Formulary	Affiliated Computer Services (ACS) 1-800-932-6648 Fax: 1-800-932-6651 www.virginiamedicaidpharmacyservices.com

Provider Services Contact Information

Plan Name	Provider Services Phone Number
<i>Amerigroup</i>	1-800-454-3730 www.myAmerigroup.com
<i>Anthem HealthKeepers Plus</i>	1-800-901-0020 www.anthem.com
<i>CoventryCares of Virginia</i>	1-800-449-1944 www.directprovider.com
<i>MajestaCare-A Health Plan of Carilion Clinic</i>	1-866-996-9140 www.MajestaCare.com
<i>Optima Family Care- A Service of Sentara – Underwritten by Optima Health Plan</i>	1-757-552-7474 or 1-800-229-8822 www.optimahealth.com
<i>Virginia Premier Health Plan, Inc.</i>	Tidewater - 1-800-828-7989 Richmond/Central/Western - 1-800-727-7536 Roanoke/Danville/Lynchburg - 1-888-338-4579 Far Southwest – 1-888-338-4579 www.vapremier.com
<i>Fee-for-Service</i> <i>DMAS Provider Helpline</i> Monday through Friday from 8:30 a.m. to 4:30 p.m.	1-804- 786-6273 Richmond area and out-of-state long-distance 1-800-552-8627 All other areas (in-state long-distance, toll-free) http://www.dmas.virginia.gov/

Transportation Services Scheduling and Contact

Plan	Scheduling Instructions	Special Instructions
<p>Amerigroup Reservations 800-894-8139 Ride Assist 800-894-8396 Fax 866-679-6329</p> <p>Stretcher/Ambulance—19 years of age or older please call 800-600-4441 Stretcher/Ambulance—Under 19 years of age please call 800-894-8139</p>	<p>Members are advised to call 72 hours before the scheduled appointment.</p> <p>Members are advised to be ready 1 hour before the scheduled appointment unless otherwise indicated.</p> <p>Special arrangements are made for wheelchair transportation.</p>	<p>Operators will be available 24 hours a day, 7 days a week for immediate response to urgent requests for transportation services.</p> <p>If proper notice is given, bus tickets and passes will be mailed to members when requested.</p> <p>Gas reimbursement may be available to a friend, neighbor or relative to transport members to medical appointments.</p>
<p>Anthem HealthKeepers Plus 1-877-892-3988 Stretcher/Ambulance 800-533-1120</p>	<p>Members are advised to call 5 days before the scheduled appointment. To allow time to mail bus tickets, 7 days is recommended. Member will be picked up by the transportation provider 1 hour before the scheduled appointment.</p>	<p>Special arrangements can be made for wheelchair transportation. Bus tickets are provided by mail. Urgent, non-emergent transportation requests are available 24/7.</p>
<p>CoventryCares of Virginia 1-800-734-0430</p>	<p>Members are advised to call 3 business days before the scheduled appointment. The transportation provider will pick up member about 1 hour before the scheduled appointment.</p>	<p>Bus tickets and bus passes are available and will be mailed to members. There are also other available modes of transportation available for those members with special needs.</p>
<p>MajestaCare-A Health Plan of Carilion Clinic 1-866-996-9140</p> <p>Reservations 877-564-0575 Ride Assist 877-564-0576</p>	<p>For routine non urgent visits, members are advised to call 3 days/72 hours in advance of the appointment. 5 days for mass transit. Members can make reservations up to 89 days in advance</p>	<p>Standard hours of operation for routine/non urgent reservations are Monday –Friday 8-5 EST. Urgent/emergent transportation requests; same day reservations ; and hospital discharge are available 24/7/365 Mileage reimbursement is available</p>
<p>Optima Family Care Reservations 877-892-3986 <u>Ride Assist</u></p> <p>Norton 866-837-9155 (Region 1) Bedford 866-417-0297 (Region 2) Richmond 866-660-4371 (Region 3) Norfolk 866-886-4018 (Region 4) Charlottesville 866-907-5191 (Region 5/6) Herndon 866-216-7858 (Region 7)</p> <p>Stretcher/Ambulance 800-229-5522</p>	<p>Members are advised to call 48 hours before scheduled appointments and 5 days before routine physical appointments preferred. Member will be picked up by the transportation provider 1 hour before the scheduled appointment.</p>	<p>Special arrangements may be made for wheelchair and ambulance transportation. Bus tickets and bus passes are available and will be mailed to members. Discharge planners at the hospital work with case manager at the MCO for discharge transport arrangement.</p>
<p>VA Premier Health Plan, Inc. 800-727-7536 - Richmond/Central/Western/Far Southwest 800-828-7989 - Tidewater 888-338-4579 - Roanoke/Charlottesville/Lynchburg</p>	<p>Members are advised to call 72 hours before the scheduled appointment. Member will be picked up by the transportation provider ½ to 1 hour before appointment.</p>	<p>Bus tickets are available by mail or an outreach worker can hand deliver to client’s home. VA Premier Health Plan operates their own transportation Vans. Special arrangements can be made for wheelchair transportation.</p>
<p>Fee-For-Service LogistiCare – 1-866-386-8331</p> <p>MDs, DSS, CSB and Health Departments Only – 1-866-679-6330</p> <p>Ambulance/Stretcher Transportation 866-679-6330</p>	<p>Transportation is available 24 hours a day, 7 days a week, holidays included. To request a trip, you or your representative can contact the LogistiCare Call Center in Norton, VA at toll free 866-386-8331. Please request your trips at least 5 days in advance unless it is an urgent trip. If you or become ill and your doctor can see you in less than five days, call the broker and request an Urgent Trip. If you will have at least three trips per week at the same time and to and from the same destination, you can request a Standing Order.</p>	<p>All complaints from members and facilities should go to the “Ride Assist” number at the regional office.</p> <p>Region 1: Norton 866-246-9979 Region 2: Bedford 866-586-0255 Region 3: Richmond 866-742-9758 Region 4: Norfolk 866-966-3326 Region 5/6: Charlottesville 866-973-3310 Region 7: Herndon 866-707-3761</p>

Global Medicaid Transportation Coverage Guidelines

Emergency Ambulance Services

Emergency ambulance is a covered service. Coverage is not available for emergency ambulance transportation to treat minor abrasions, lacerations, bruises, fever, normal labor pains and other similar non-life-threatening conditions.

Non-Emergency Transportation Services

Covered non-emergency services include the following modes of transportation:

- Ambulance
- Wheelchair van
- Common carrier bus services
- Commercial taxicab services
- Stretcher Vans
- Mileage Reimbursement
- Bus Tickets/Passes

Please contact LogistiCare for bus tickets or gas reimbursement forms prior to making the trip(s).

Transportation is Covered When:

No other means of transportation is available to the member to receive services which are covered by Medicaid.

Transportation is NOT Covered for:

- Routine physicals and immunizations except to receive Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services.
- Picking up prescription drugs at the pharmacy when the prescription can be delivered or mailed. If such a service is not available, transportation may be covered.
- Picking up Women, Infants and Children (WIC) Supplemental Food Program vouchers or for certification or recertification to the WIC Program.
- Any other non-covered service, services not medically necessary, free services-services provided free to the general public, etc.

NOTE:

One escort is allowed to accompany a member or group of members who are blind, deaf, mentally ill, mentally retarded or under 21 years of age. No charge is to be made for the escort.

Vision Services Contact Information

MCO Name and Administrator	Customer Service Contact
<p><i>Amerigroup</i> Administered by Block Vision, Inc.</p>	<p>Members - 1-800-428-8789 Providers - 1-866-819-4298</p>
<p><i>Anthem HealthKeepers Plus</i> Administered by Davis Vision</p>	<p>1-800-901-0020</p>
<p><i>CoventryCares of Virginia</i> Administered by Vision Service Plan (VSP)</p>	<p>1-800-279-1878</p>
<p><i>MajestaCare-A Health Plan of Carilion Clinic</i> Administered by March Vision</p>	<p>1-888-439-4070</p>
<p><i>Optima Family Care</i> Administered by EyeMed Vision Care</p>	<p>1-800-610-2268</p>
<p><i>Virginia Premier Health Plan</i> Administered by Vision Service Plan</p>	<p>800-828-7989 – Tidewater 800-727-7536 - Richmond/Central/Western/Far Southwest 888-338-4579 – Roanoke/Danville/Lynchburg</p>
<p><i>Fee For Service</i></p>	<p>Providers – Provider Helpline 1-804- 786-6273 Richmond area and out-of-state long-distance 1-800-552-8627 All other areas (in-state long-distance, toll-free) http://www.dmas.virginia.gov/ http://websrvr.dmas.virginia.gov/ProviderManuals/Default.aspx</p>

MCO Contact Information -- Quick Guide

Transportation *	Member Services	Provider Services	Network Relations
<p style="text-align: center;">Amerigroup</p> <p>Reservations 800-894-8139 Ride Assist 800-894-8396 Fax 866-679-6329</p> <p>Stretcher/Ambulance 19 years of age or older 800-600-4441 Under 19 years of age 800-894-8139</p>	<p style="text-align: center;">1-800-600-4441 TTY 1-800-855-2880 www.myAmerigroup.com</p>	<p style="text-align: center;">1-800-454-3730 https://providers.amerigroup.com/pages/home.aspx</p>	<p style="text-align: center;">Wood, Diane all CSBs throughout the state and any additional behavioral health gap 800-231-8076 or 703-286-7393</p>
<p style="text-align: center;">Anthem HealthKeepers Plus 1-877-892-3988</p> <p>Stretcher/Ambulance 800-533-1120</p>	<p>Behavioral Health Member Services 1-800-991-6045 Member Services 1-800-901-0020 Nurse Advice Line (24/7 Nurse Line) 1-800-382-9625 www.anthem.com</p>	<p>Behavioral Health Provider Services 1-800-991-6045 Provider Services 1-800-901-0020 www.anthem.com</p>	<p>Central Region (+ NC Contiguous Counties): 1-800-901-0020 Eastern Region (+ NC Contiguous Counties): 1-757-326-5158 Northern Region (+ MD, DC, and W. VA Contiguous Counties): 1-703-227-5315 Western Region (+ KY, TN, W. VA & NC Contiguous Counties): 1-540-853-5077 www.anthem.com</p>
<p style="text-align: center;">CoventryCares of Virginia 1-800-734-0430</p>	<p style="text-align: center;">1-800-279-1878 TTY/TDD 711</p> <p>Nurse Advice Line 1-877-878-8940 www.CoventryCaresVA.com</p>	<p>Behavioral Health Provider Services 800-975-8919 www.mhnet.com Provider Services 1-800-449-1944 www.directprovider.com</p>	<p style="text-align: center;">Rafael Pinero Provider Network Rep, MHNet 1-855-995-4086 ext. 3074724</p>
<p style="text-align: center;">MajestaCare-A Health Plan of Carilion Clinic 1-866-996-9140</p> <p>Reservations 877-564-0575 Ride Assist 877-564-0576</p>	<p style="text-align: center;">1-866-996-9140 Virginia Relay: 7-1-1 www.MajestaCare.com</p>	<p style="text-align: center;">1-866-996-9140 www.MajestaCare.com</p>	<p style="text-align: center;">Jamie Broyles broylesj@aetna.com</p>
<p style="text-align: center;">Optima Family Care</p> <p>Reservations 877-892-3986 Ride Assist</p> <p>Norton 866-837-9155 (Region 1) Bedford 866-417-0297 (Region 2) Richmond 866-660-4371 (Region 3) Norfolk 866-886-4018 (Region 4) Charlottesville 866-907-5191 (Region 5/6) Herndon 866-216-7858 (Region 7) Stretcher/Ambulance 800-229-5522</p>	<p>1-757-552-8975 or 1-800-881-2166</p> <p>Nurse Advice Line 1-800-394-2237 or 1-757-552-7250 www.optimahealth.com</p>	<p>Behavioral Health Provider Services 1-757-552-7174 or 800-648-8420 1-757-552-7474 or 1-800-229-8822 www.optimahealth.com</p>	<p style="text-align: center;">Lee Ortiz Provider contracting and credentialing 1-757-687-6408</p>
<p style="text-align: center;">VA Premier Health Plan, Inc.</p> <p>Richmond/Central/Western 800-727-7536 Tidewater 800-828-7989 Roanoke/Danville/Lynchburg/Far Southwest 888-338-4579</p>	<p>Tidewater 757-461-0064 or 800-828-7989 Richmond/Central/Western/ Far Southwest Members 804-819-5151 or 800-727-7536 Roanoke/Danville/Lynchburg Members 540-344-8838 or 888-338-4579 Nurse Advice Line 800-256-1982 www.vapremier.com</p>	<p>Tidewater 1-800-828-7989 Richmond/Central/Western 1-800-727-7536 Roanoke/Danville/Lynchburg 1-888-338-4579 www.vapremier.com</p>	<p>Tidewater 1-800-828-7989 Richmond/Central/Western 1-800-727-7536 Roanoke/Danville/Lynchburg/Far Southwest 1-888-338-4579 www.vapremier.com</p>

* Transportation should be arranged 3-5 days in advance if possible; however, transport can be arranged in shorter windows when necessary and upon request. If issues are encountered with transportation please call the appropriate MCO member services contact (above) for assistance.