

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

Steve Ford, Deputy Director for Administration

Scott Crawford, Deputy Director for Finance

Cheryl J. Roberts, Deputy Director for Programs

Ashley Hazelton, Executive Assistant

804-786-8099

Email Contacts

General Information

DMAS-Info@dmas.virginia.gov

Freedom of Information Request (FOIA)

FOIA@dmas.virginia.gov

Electronic Claims Processing and Passwords

edivmap@fhsc.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 (FHSC)

1-888-829-5373 (in state)
804-270-5105 (out of state)

ARS Web System

1-800-241-8726
<https://virginia.fhsc.com>

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 – PPL	1-866-259-3009 804-200-4001 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
NPI	npi@dmas.virginia.gov
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	804-371-2484
SLH Provider Helpline	1-800-852-6080
Third Party Liability	TPLunit@dmas.virginia.gov
Transportation – Logisticare	1-866-386-8331 transportation@dmas.virginia.gov

Program Information	
Appeals	804-371-8488
Consumer Directed Fiscal Agent – PPL	1-866-259-3009 804-200-4001 CDFAS@dmas.virginia.gov PPLVA@pcgus.com
Dental - Smiles for Children Program	1-800-912-3456 smiles@dmas.virginia.gov
Durable Medical Equipment	804-786-7953 dme@dmas.virginia.gov
Maternal and Child Health <ul style="list-style-type: none"> • BabyCare (Maternity Program) • EPSDT (Well Child Care) • Family Planning Waiver 	1-800-421-7376 epsdt@dmas.virginia.gov

Children's Health Insurance Program <ul style="list-style-type: none"> • FAMIS • FAMIS MOMS • FAMIS Select 	1-866-873-2647 http://www.famis.org famis@dmas.virginia.gov famiselect@dmas.virginia.gov
Fraud	1-800-371-0824
Disease Management - Healthy Returns Program <ul style="list-style-type: none"> • Asthma • Coronary Artery Disease • Congestive Heart Failure • Diabetes • COPD 	1-866-836-4008 https://va.mynurseonline.com/PatientAccessWeb
Health Insurance Premium Payment (HIPP) Helpline	1-800-432-5924
Home and Community Based Waivers	804-225-4222
Home Health	804-786-7918
Managed Care Helpline	1-800-643-2273 www.virginiamanagedcare.com managedcarehelp@dmas.virginia.gov
Managed Care Organizations <ul style="list-style-type: none"> • AMERIGROUP Virginia • Anthem HealthKeepers Plus • CareNet • MajestaCare • Optima Family Care • Virginia Premier Health Plan 	<ul style="list-style-type: none"> • 1-800-600-4441 • 1-800-901-0020 • 1-800-279-1878 • 1-866-996-9140 • 1-800-881-2166 • 1-888-338-4579
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
Nursing Facilities	804-225-4222
Pharmacy Service Authorizations (including the Preferred Drug List) Pharmacy Claims Processing	1-800-932-6648 1-800-774-8481 pdlinput@dmas.virginia.gov
Recipient Helpline	1-804-786-6145
Transportation - Logisticare	1-866-386-8331 transportation@dmas.virginia.gov
Uninsured Medical Catastrophe Fund	1-800-432-5924