

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

Cover Virginia 1-855-242-8282 www.coverva.org

Governor's Access Plan (GAP) 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	DMAS-Info@dmas.virginia.gov
Freedom of Information Request (FOIA)	FOIA@dmas.virginia.gov
Electronic Claims Processing and Passwords	virginia.edisupport@conduent.com Phone at 1-866-352-0766
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

DMAS Contact Information

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.com PAUR06@dmas.virginia.gov providerissues@kepro.com
Provider Training	providertrainingregistration@dmas.virginia.gov
Third Party Liability	TPLunit@dmas.virginia.gov
Program Information	
Appeals	Phone: (804) 371-8488 Email: appeals@dmas.virginia.gov Fax: (804) 452-5454
Consumer Directed Fiscal Agent – PPL	1-866-259-3009 804-665-2101

DMAS Contact Information

	CDFAS@dmass.virginia.gov PPLVA@pcgus.com
Dental - Smiles for Children Program	1-888-912-3456
Durable Medical Equipment	dme@dmass.virginia.gov
Maternal and Child Health <ul style="list-style-type: none"> BabyCare (Maternity Program) EPSDT (Well Child Care & Specialized Services) Early Intervention Plan First/Family Planning Foster Care 	babycare@dmass.virginia.gov epsdt@dmass.virginia.gov M4earlyintervention@dmass.virginia.gov planfirst@dmass.virginia.gov fostercare@dmass.virginia.gov
Children's Health Insurance Program <ul style="list-style-type: none"> FAMIS FAMIS MOMS FAMIS Select 	Cover Virginia 1-855-242-8282 www.coverva.org www.coverva.org/programs_famis.cfm famisselect@dmass.virginia.gov On-line application @ www.coverva.org/programs_famis_select.cfm 1-888-802-KIDS (1-888-802-5437)
Fraud	Medicaid Fraud Control Unit (MFCU) 1-800-371-0824 DMAS Fraud & Abuse Referral Hotline 1-866-486-1971
Health Insurance Premium Payment (HIPP) Helpline	1-800-432-5924 HIPPCustomerService@dmass.virginia.gov
Aging and Disability Services	http://www.dmass.virginia.gov/Content_pgs/ltc-faq_form.aspx ScreeningAssistance@dmass.virginia.gov EVV@dmass.virginia.gov LOCRreview@dmass.virginia.gov
Managed Care Helpline	1-800-643-2273 www.virginiamanagedcare.com managedcarehelp@dmass.virginia.gov
Managed Care Organizations <ul style="list-style-type: none"> Anthem HealthKeepers Plus Aetna Better Health of Virginia 	<ul style="list-style-type: none"> 1-800-901-0020 1-800-279-1878

DMAS Contact Information

<ul style="list-style-type: none"> • INTotal Health • Optima Family Care • Virginia Premier Health Plan 	<ul style="list-style-type: none"> • 1-855-323-5588 • 1-800-881-2166 • 1-800-727-7536 - 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)	http://www.dmas.virginia.gov/#/longtermprograms www.vapacealliance.org																																
Pharmacy Service Authorizations (including the Preferred Drug List) Pharmacy Claims Processing	1-800-932-6648 1-800-774-8481 pdlinput@dmas.virginia.gov																																
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Transportation	<table border="1"> <thead> <tr> <th>FFS / MCO / CCC Plus</th> <th>Ride Assist-Where's My Ride Telephone Numbers</th> </tr> </thead> <tbody> <tr> <td>FFS – All Regions</td> <td>(866) 246-9979</td> </tr> <tr> <td>Aetna CCC Plus and Medallion 4.0</td> <td>(800) 734-0430 Option 2</td> </tr> <tr> <td>Anthem HealthKeepers CCC Plus</td> <td>(855) 325-7581 Option 1</td> </tr> <tr> <td>Anthem HealthKeepers Medallion 3.0 and 4.0</td> <td>(877) 892-3988 Option 2</td> </tr> <tr> <td>CoventryCares</td> <td>(800) 734-0430 Option 2</td> </tr> <tr> <td>INTotal Health</td> <td>(800) 894-8396</td> </tr> <tr> <td>Kaiser</td> <td>(866) 823-8350</td> </tr> <tr> <td>Magellan Complete Care of Virginia</td> <td>(877) 790-9472 (TTY- (866) 288-3133</td> </tr> <tr> <td>Magellan Medallion 4.0</td> <td>(800) 424-4518</td> </tr> <tr> <td>Optima Family Care 3.0 and 4.0</td> <td>(877) 892-3986 Option 1</td> </tr> <tr> <td>Optima Health - CCC Plus</td> <td>(855)-325-7558 Option 1</td> </tr> <tr> <td>United Healthcare CCC Plus</td> <td>(844) 525-1491 (TTY – (844) 525-1491</td> </tr> <tr> <td>United Healthcare Medallion 4.0</td> <td>(833)215-3885</td> </tr> <tr> <td>Virginia Premier CCC Plus</td> <td>(877) 719-7358 Option 1 then Option 2 then Option 3</td> </tr> <tr> <td>Virginia Premier Medallion 3.0 and 4.0</td> <td>(800) 727-7536 Option 2 then Option 3</td> </tr> </tbody> </table>	FFS / MCO / CCC Plus	Ride Assist-Where's My Ride Telephone Numbers	FFS – All Regions	(866) 246-9979	Aetna CCC Plus and Medallion 4.0	(800) 734-0430 Option 2	Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1	Anthem HealthKeepers Medallion 3.0 and 4.0	(877) 892-3988 Option 2	CoventryCares	(800) 734-0430 Option 2	INTotal Health	(800) 894-8396	Kaiser	(866) 823-8350	Magellan Complete Care of Virginia	(877) 790-9472 (TTY- (866) 288-3133	Magellan Medallion 4.0	(800) 424-4518	Optima Family Care 3.0 and 4.0	(877) 892-3986 Option 1	Optima Health - CCC Plus	(855)-325-7558 Option 1	United Healthcare CCC Plus	(844) 525-1491 (TTY – (844) 525-1491	United Healthcare Medallion 4.0	(833)215-3885	Virginia Premier CCC Plus	(877) 719-7358 Option 1 then Option 2 then Option 3	Virginia Premier Medallion 3.0 and 4.0	(800) 727-7536 Option 2 then Option 3
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Uninsured Medical Catastrophe Fund	1-804-225-4245																																

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Executive Offices

Jennifer S. Lee, M.D., Director

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Ivory Banks, Chief of Staff

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Tracy Embry, Administrative Assistant

804-786-8099

DMAS, Commonwealth of Virginia 2019

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