DMAS Contact Information

Mailing Address for General Information
Department of Medical Assistance Services Attn: Director's Office 600 East Broad Street Richmond, VA 23219 DMASInfo@dmas.virginia.gov

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)	**1-855-869-8190**	**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	DMASInfo@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	
Appeals	804-371-8488
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 • BabyCare (Maternity Program) • EPSDT (Well Child Care & Specialized Services) • Plan First/Family Planning	1-800-421-7376 babycare@dmas.virginia.gov epsdt@dmas.virginia.gov planfirst@dmas.virginia.gov
Children's Health Insurance Program • FAMIS • FAMIS MOMS • FAMIS Select	**Cover Virginia 1-855-242-8282 www.coverva.org** www.coverva.org/programs_famis.cfm famisselect@dmas.virginia.gov On-line application @ www.coverva.org/programs_famis_select.cfm 1-888-802-KIDS (1-888-802-5437)
Fraud	1-800-371-0824
Health Insurance Premium Payment (HIPP) Helpline	1-800-432-5924 HIPPCustomerService@dmas.virginia.gov
Long-Term Care Services	http://dmas.virginia.gov/#/ltss
Managed Care Helpline	1-800-643-2273 www.virginiamanagedcare.com managedcarehelp@dmas.virginia.gov

Managed Care Organizations • Anthem HealthKeepers Plus • Aetna Better Health of Virginia • INTotal Health • Optima Family Care • Kaiser Permanente • Virginia Premier Health Plan	• 1-800-901-0020 • 1-800-279-1878 • 1-855-323-5588 • 1-800-881-2166 • 1-855-249-5025 • 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 • Part D • Buy In	1-800-Medicare • 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 pdlinput@dmas.virginia.gov
Recipient Helpline	1-804-786-6145
Transportation - Logisticare	1-866-386-8331 transportation@dmas.virginia.gov
Uninsured Medical Catastrophe Fund	1-804-225-4245

Executive Offices

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