Medallion 3.0 Managed Care Member Resource Guide

Virginia's Medicaid Program

Innovation · Quality · Value

Department of Medical Assistance Services
Health Care Services Division

Medallion 3.0 & FAMIS Managed Care Assistance
ManagedCareHelp@DMAS.Virginia.Gov
(800) 643-2273
TDD (800) 817-6608

Para obtener información acerca de Medicaid Managed Care en español , por favor haga clic aquí.

Rev. October 2015

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The purpose of this guide it to provide brief information on and link members, care takers, providers, and interested parties to Virginia's Medicaid and Medallion 3.0 programs and related topics. If you are viewing this guide in a printed format, please visit the DMAS website at the following web addresses to access the document's links for more details and information on the topics reviewed in the document:

- http://www.dmas.virginia.gov/default.aspx OR
- http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx

We hope you find this guide helpful. Please contact the ManagedCare-Help@dmas.virginia.gov mailbox for Medallion 3.0 program assistance.

Virginia Medicaid Program Delivery System

The Department of Medical Assistance Services (DMAS) administers the Medicaid program, in accordance with Title XIX of the Social Security Act. DMAS also administers the Virginia Children's Health Insurance Program (CHIP), known as FAMIS (Family Access to Medical Insurance Security) under Title XXI of the Social Security Act. Medicaid and FAMIS programs are financed by Federal and State funds, administered by the State according to Federal and State guidelines, and are monitored closely by DMAS staff and the Centers for Medicare and Medicaid Services (CMS).

DMAS provides Medicaid coverage to members primarily through two delivery systems: fee-for-service (FFS) and managed care. FFS benefits are administered by DMAS through participating providers within the traditional Medicaid program rules; in accordance with Federal and State regulations; and as described in the applicable DMAS provider manuals.

DMAS operates one mandatory Medicaid managed care program, Medallion 3.0, under a CMS 1915(b) Managed Care Waiver, and in accordance with Federal and State Regulations (12VAC30-120-370). The Medallion 3.0 program is administered through contracted managed care organizations (MCO).

DMAS operates three FAMIS benefit programs:

1. FAMIS—Children under age 19
2. FAMIS MOMS
3. FAMIS Select

Fee-for-Service (FFS)	
Medicaid Fee-for-Service	Standard Medicaid Program under Title XIX.
Family Access to Medical Insurance Security Plan (FAMIS) Fee-For-Service	A Title XXI Children's Health Insurance Plan (CHIP).
Managed Care Organizations (MCOs)	
Medallion 3.0	A Title XIX Medicaid program
FAMIS Managed Care	A Title XXI Children's Health Insurance Plan (CHIP).

Benefits for FAMIS MOMS and FAMIS-Children under age 19 are administered through the Medallion 3.0 contracted MCOs. FAMIS Select benefits are administered through FAMIS fee-for-service. For information about FAMIS please visit the DMAS FAMIS website located here.

Medallion 3.0 Managed Care Program

Key Information:

- Virginia Medicaid Managed Care website is located here.
- 10 Things You Should Know About Medallion 3.0 is located here.
- Contact the Medallion Managed Care office by email please click here.
- MCO member services contact information is located here.

The Medallion 3.0 program is a capitated, risk-based and mandatory managed care program for members of Virginia Medicaid (12VAC30-120-370). Through a Centers for Medicare and Medicaid Services (CMS) 1915(b) waiver, DMAS contracts with six managed care organizations (MCOs) for the provision of most Medicaid covered services statewide. Contracted MCOs receive a capitated payment each month that covers a comprehensive set of services, regardless of how much care is used by the member. These six MCOs are:

Member Participation

There are several Medical Assistance Programs offered in Virginia. Each program covers different groups of people and each program has different eligibility requirements. When you apply for Medical Assistance, you are screened for all possible programs based on your age, income, financial resources, and other information. To be eligible for a Medical Assistance Program, you must meet the financial and non-financial eligibility conditions for that program. Please visit the Virginia Department of Social Services' (VDSS) Medicaid Assistant Program page for eligibility details and/or VDSS Medicaid Forms and Applications page for application and other Medicaid form details.

Medallion 3.0 Managed Care Program

Medicaid members who are eligible for the Medallion 3.0 program include non-institutionalized members in the following covered groups:

- Children
- Pregnant women
- Parent care takers
- Aged, blind, or disabled individuals

Medallion 3.0 Enrollment

Medicaid eligible persons who do not meet exclusion criteria must participate in the Medallion 3.0 program. Enrollment in Medallion 3.0 is not a guarantee of continuing eligibility for services and benefits under the Virginia Medical Assistance Services Program. For more information about exclusionary criteria and participation in Medallion 3.0 as defined in 12VAC30-120-360, please click here.

Eligible members may enroll in an MCO or obtain additional information by calling the Managed Care Help Line at: 800-643-2273 (TTY/TDD 1-800-817-6608). Members may change MCOs up to and including the 90th day after the date of enrollment. Members may change MCOs each year during the open enrollment period. Open enrollment is a 60-day time frame each year when members may change MCOs for any reason. Members will receive a letter by mail each year regarding the open enrollment process and dates of open enrollment for your locality. To see MCO open enrollment periods by locality, please click here.

Para obtener información acerca de Medicaid Managed Care en español , por favor haga clic aquí.

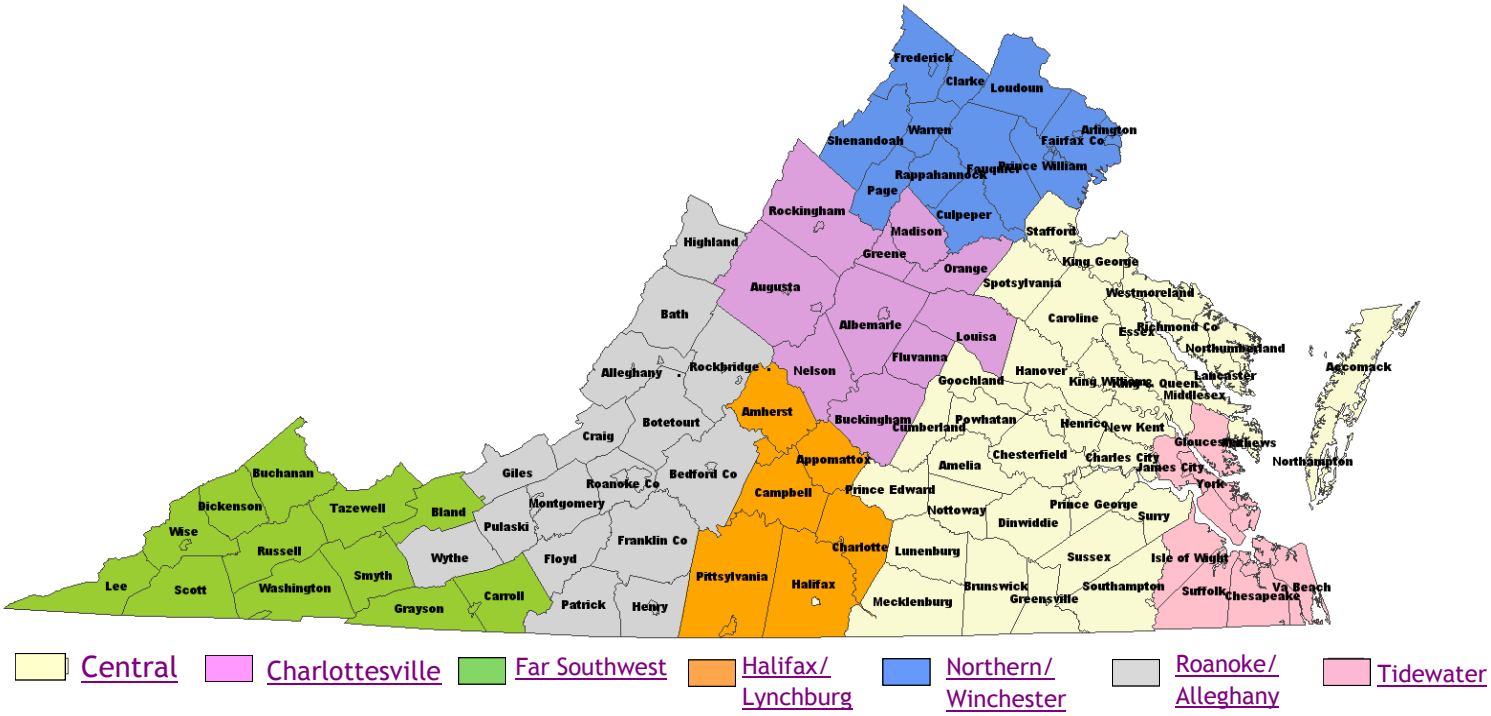
MCO Regions of Operations

Although the Medallion 3.0 program has statewide coverage not every MCO is available in every locality. To see which MCOs operate in your locality, please click here.

Medallion 3.0 Managed Care Program

Medallion 3.0 MCO Comparison Charts

To compare Medallion 3.0 MCOs in your area, please click on the title of the region of where you live (at the bottom of the map) .



Medicaid Managed Care Help Line (MC Help Line)

MC Help Line is a customer service website and call center, available to Medallion 3.0 members or eligible individuals primarily to assist in making an informed decision about the most appropriate MCO to meet their health care needs.

MC Help Line Assistance also includes:

- Enrolling members into an MCO, initially or as a change.
- Educating members about managed care health plans in their locality.
- Assisting members with questions, referring members to appropriate re-sources for resolution of health care issues and billing related issues, tracking

member complaints, and providing complaint information to DMAS.

- Linking member calls to MCO member services departments, local Department of Social Services (DSS) agencies or the Department's member and provider help lines.
- Completing Health Status Assessments (HSA) on MCO members and forwarding information to the participating MCO that the member has selected.

Other Resources

- Contact your local Department of Social Services for items related to entering or modifying member eligibility information such as name, address, telephone number, date of birth, FIPS code, Aid Category, Third Party Liability (other insurance), etc.
- Contact the selected MCO member services help line for items related to member ID cards.
- For general Medicaid and FAMIS program information or to submit an applications for medical assistance, please visit the Cover Virginia website or call 855-242-8282.

Medallion 3.0 Services

To understand Medallion 3.0 covered and non-covered medical and care services there are several resources that you may find helpful.

- Review your selected MCO handbook received after enrollment. Call the MCO Member Services line to request a handbook if you do not have one.
- Medallion 3.0 Managed Care Contract
- Medicaid Handbook (Families and Children)
- Medicaid Handbook (Aged, Blind or Disabled)
- EPSDT quick facts click here. For more details regarding EPSDT click here.
- Virginia Vaccines for Children Program click here.
- Midwife Services click here.
- Please visit the FAMIS website for more information on the FAMIS program

Medallion 3.0 Special Programs

- Foster Care & Adoption Assistance (FC/AA) quick facts for parents click here. For more details regarding FC/AA click here.
- Health and Acute Care Program (HAP) quick facts click here. For more details regarding HAP click here.
- Medallion 3.0 Behavioral Health Homes (BHH) quick facts click here.

MCO Prior Authorizations

Medallion 3.0 MCOs are contractually required to honor all services previously authorized by DMAS, its contractors, or another MCO. For example, if a member was receiving home health visits with their prior MCO, this service should continue without interruption with the new MCO. The new MCO will review the service for medical necessity and assess service utilization within 30 days of the member transfer to determine if the criteria for medical necessity are being met.

Medallion 3.0 MCO Member Services Contact Information

Anthem HealthKeepers Plus	• Member Services - 800-901-0020 • Nurse Line – 800-901-0020 • www.anthem.com/vamedicaid
Aetna Better Health	• Member Services - 800-279-1878 • 24/7 Nurse Advice Line – 877-878-8940 • www.aetnabetterhealth.com/virginia
INTotal Health	• Member Services - 855-323-5588, TTY 800-855-2880 • 24/7 Nurse Advice Line - 855-323-5588 • www.intotalhealth.org
Kaiser Permanente	• Member Services - 855-249-5025 • Medical Advice Line – 800-777-7904, 800-700-4901 TTY/TDD • www.kp.org/medicaid/va
Optima Family Care	• Member Services - 800-881-2166 or 757-552-8975 • TTY/TDD - 1-800-828-1140 • Nurse Advice Line – 800-394-2237 or 757-552-7250 www.optimahealth.com
Virginia Premier Health Plan	• Member Services Tidewater – 800-828-7989 • Richmond/Central/Western - 800-727-7536 • Roanoke/Danville/Lynchburg - 888-338-4579 • TTY (text) - 800-828-1120 - TDD (voice) - 800-828-1140 • Nurse Advice Line – 800-256-1982 • www.vapremier.com

Virginia's Medicaid Program

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AGENCY EXECUTIVE MANAGEMENT
Cindi Jones, Agency Director
Linda Nablo, Chief Deputy Director
Kate Neuhaussen, Chief Medical Officer
Scott Crawford, Deputy Director for Finance
Suzanne Gore, Deputy Director for Administration
Karen Kimsey, Deputy Director for Complex Care Services
Cheryl Roberts, Deputy Director for Programs

HEALTH CARE SERVICES DIVISION SENIOR MANAGEMENT
Dan Plain, Heath Care Services Director
Tanya Williams, Sr. Health Care Services Manager
Adrienne Fegans, Senior Program Manager
Doug Hartman, Systems and Reporting Manager

HEALTH CARE SERVICES CONTACT
Managed Care Enrollment (Maximus) (800)-643-2273
ManagedCareHelp@dmas.virginia.gov
FosterCare@dmas.virginia.gov
HAP@dmas.virginia.gov
MIIP@dmas.virginia.gov
BHHPilot@dmas.virginia.gov

2015 Medallion 3.0 Managed Care
Member Resource Guide Prepared By:
Kimberly Ryan, Member and Provider Communications

Anthem HealthKeepers PLUS FAMIS ID Card
$5 Co-pay

FRONT

Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

FAMIS

Identification Number

PCP Name
PCP Phone
Medicaid ID

Group Number	HKP00200
BC/BS Plan	923
Rx Bin Number	610575

PCP/Specialist	$5/$5
Outpatient	$5
Inpatient	$25
Emergency	$5
Rx	$5 (up to a 34-day supply)
	$10 (35 to 90-day supply)

BACK

Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Members: When submitting inquiries always include your identification number from the face of this card. Possesion or use of this card does not guarantee payment. In an emergency, go to the nearest facility or call 911.

Providers: Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the 3-digit alpha prefix that precedes the patient's identification number listed on the front of this card.

Claims Filing Address:
Post Office Box 27401
Richmond, Virginia 23279
VA24 11/13

www.anthem.com/vamedicaid

Member Services:	**1-800-901-0020**
Provider Services:	**1-800-901-0020**
TDD (Hearing Impaired):	**1-800-855-2880**
24/7 Nurse Line:	**1-800-901-0020**
Mental Health Services:	**1-800-901-0020**
Rx Services:	**1-800-824-0898**
Authorization:	**1-800-901-0020**
Smiles for Children*	**1-888-912-3456**

*Contracts directly with group

HealthKeepers, Inc.
P.O. Box 27401
Mail Drop VA2002-N500
Richmond, VA 23279

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association.
Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Aetna Better Health FAMIS ID Card
No Co-pay

FRONT

AETNA BETTER HEALTH® OF VIRGINIA aetna

Name Last Name, First Name
FAMIS ID # 0000000000 **DOB** 00/00/0000 **Sex** X

PCP Last Name, First Name
PCP Phone 000-000-0000 **Effective Date** 00/00/0000

Copay: N **PCP/UC**: $0 **Inpatient**: $0 **Outpatient**: $0
Generic Rx: $0 **Brand Rx**: $0 **ER**: $0 **ER non-emerg**: $0
RxBIN: 610591 **RxPCN**: ADV **RxGROUP**: RX8836
Pharmacist Use Only: 1-866-386-7882 CVS/caremark

www.aetnabetterhealth.com/virginia

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEVAFAMIS1

BACK

In case of an emergency go to the nearest emergency room or call 911.

IMPORTANT NUMBERS FOR MEMBERS

Member Services	1-800-279-1878 TTY 711
Mental Health Benefits	1-800-279-1878
24 Hour Nurse Line	1-877-878-8940
Smiles for Children	1-888-912-3456

IMPORTANT NUMBERS FOR PROVIDERS

Eligibility/Preauthorization	1-800-279-1878
Radiology Preauthorization	1-888-693-3211

Submit claims to
PO Box 63518
Phoenix, AZ 85082-3518
Payer ID 128VA

Submit appeals to
9881 Mayland Drive
Richmond, VA 23233

VAFAMIS1

Aetna Better Health FAMIS ID Card
$2 Co-pay

FRONT

AETNA BETTER HEALTH® OF VIRGINIA aetna

Name Last Name, First Name
FAMIS ID # 0000000000 **DOB** 00/00/0000 **Sex** X

PCP Last Name, First Name
PCP Phone 000-000-0000 **Effective Date** 00/00/0000

Copay: Y **PCP/UC**: $2 **Inpatient**: $15 **Outpatient**: $2
Generic Rx: $2 **Brand Rx**: $2 **ER**: $2 **ER non-emerg**: $10
RxBIN: 610591 **RxPCN**: ADV **RxGROUP**: RX8836
Pharmacist Use Only: 1-866-386-7882 CVS/caremark

www.aetnabetterhealth.com/virginia

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEVAFAMIS2

BACK

In case of an emergency go to the nearest emergency room or call 911.

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Submit claims to
PO Box 63518
Phoenix, AZ 85082-3518
Payer ID 128VA

Submit appeals to
9881 Mayland Drive
Richmond, VA 23233

VAFAMIS1

Aetna Better Health FAMIS ID Card
$5 Co-pay

FRONT

AETNA BETTER HEALTH® OF VIRGINIA aetna

Name Last Name, First Name
FAMIS ID # 0000000000 **DOB** 00/00/0000 **Sex** X

PCP Last Name, First Name
PCP Phone 000-000-0000 **Effective Date** 00/00/0000

Copay: Y **PCP/UC**: $5 **Inpatient**: $25 **Outpatient**: $5
Generic Rx: $5 **Brand Rx**: $5 **ER**: $5 **ER non-emerg**: $25
RxBIN: 610591 **RxPCN:** ADV **RxGROUP**: RX8836
Pharmacist Use Only: 1-866-386-7882 CVS/caremark

www.aetnabetterhealth.com/virginia

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEVAFAMIS5

BACK

In case of an emergency go to the nearest emergency room or call 911.

IMPORTANT NUMBERS FOR MEMBERS

Member Services	1-800-279-1878 TTY 711
Mental Health Benefits	1-800-279-1878
24 Hour Nurse Line	1-877-878-8940
Smiles for Children	1-888-912-3456

IMPORTANT NUMBERS FOR PROVIDERS

Eligibility/Preauthorization	1-800-279-1878
Radiology Preauthorization	1-888-693-3211

Submit claims to
PO Box 63518
Phoenix, AZ 85082-3518
Payer ID 128VA

Submit appeals to
9881 Mayland Drive
Richmond, VA 23233

VAFAMIS1

INTotal Health FAMIS ID Card
$5 Co-pay

FRONT

INTotal Health™

Effective Date: **EFF_DATE**
Date of Birth: **Member_DOB_Date**
Medicaid Number: **MED_ID**

Member Name:
Member_Name

Primary Care Provider (PCP):
Prov_Name

PCP Telephone #:
Prov_Phone_NO

Vision:
1.800.428.8789

Dental:
Smiles For Children
1.888.912.3456

Copays:
Inpatient Hospital: $25
Outpatient Hospital
or Doctor: $5
Pharmacy:
$5 (up to 34-day supply)
$10 (35 to 90-day supply)
Emergency Room Visits: $5
Vision: $5 (routine exam)

Member Services/
Nurse HelpLine
and Behavioral Health:
1.855.323.5588

Transportation:
Logisticare
1.800.894.8139 (appts)
1.800.894.8396 (status)

FAMIS
Covering Children With Affordable Health Insurance

INTotal Health
FAMIS Program

BACK

MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your PCP for nonemergency care. If you have questions or suspect fraud or abuse, call Member Services at 1.855.323.5588. If you are deaf or hard of hearing, please call 1.800.855.2880.

HOSPITALS: Preadmission certification is required for all non-emergency admissions including outpatient surgery. For emergency admissions, notify INTotal Health within 24 hours after treatment at 1.855.323.5588.

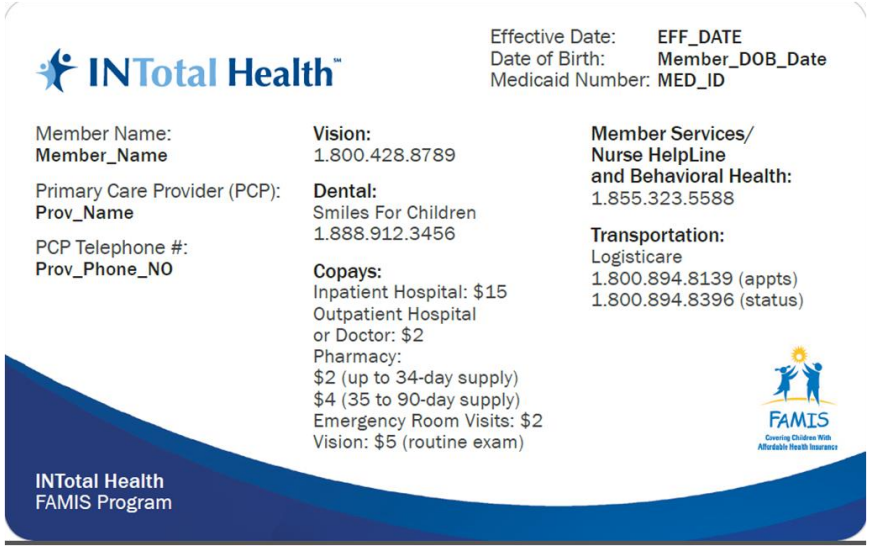
PROVIDERS: Certain services must be preauthorized. If preauthorization has not been obtained, please contact the PCP listed on this card before administering treatment. Care that is not preauthorized may not be covered. For preauthorizations/billing or pharmacy information, call 1.855.323.5588.

PHARMACIES: Submit claims using Caremark RXBIN: 004336; RXPCN: ADV; and RXGRP: RX4294. For technical help, call Caremark at 1.800.345.5413.

SUBMIT CLAIMS TO:
INTotal Health P.O. Box 5446 Richmond, VA 23220-0466
Use of this card by any person other than the member is fraud.
El uso de esta tarjeta por cualquier persona que no sea el miembro constituye fraude.

INTotal Health FAMIS ID Card
$2 Co-pay

FRONT



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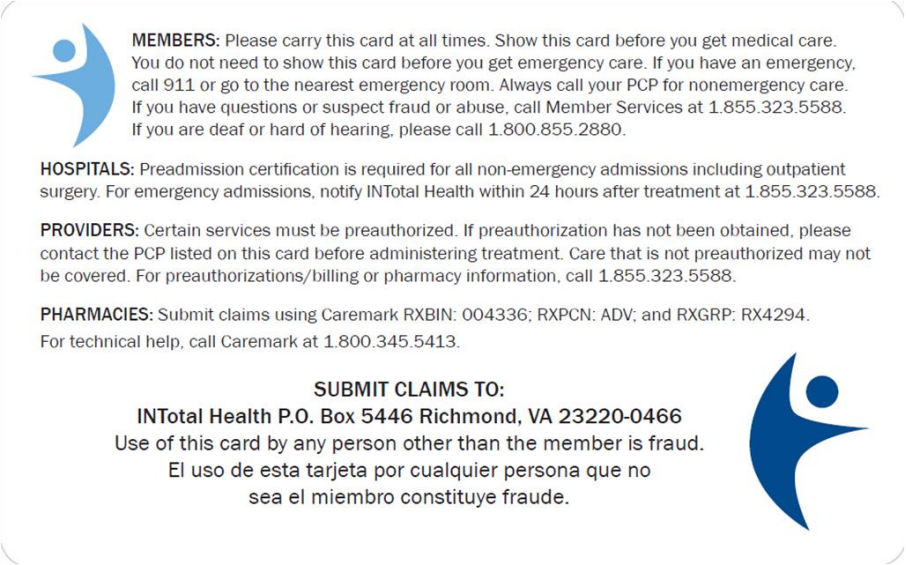

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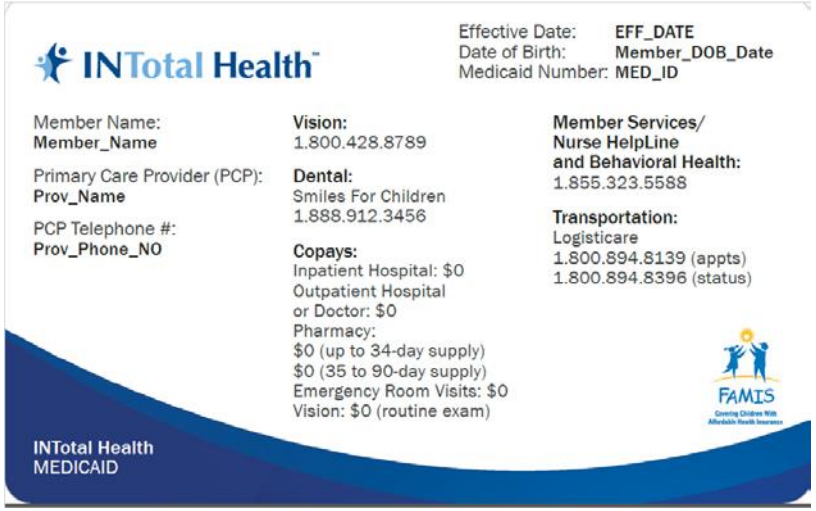
El uso de esta tarjeta por cualquier persona que no sea el miembro constituye fraude.

INTotal Health FAMIS No Copay FAMIS ID Card

FRONT



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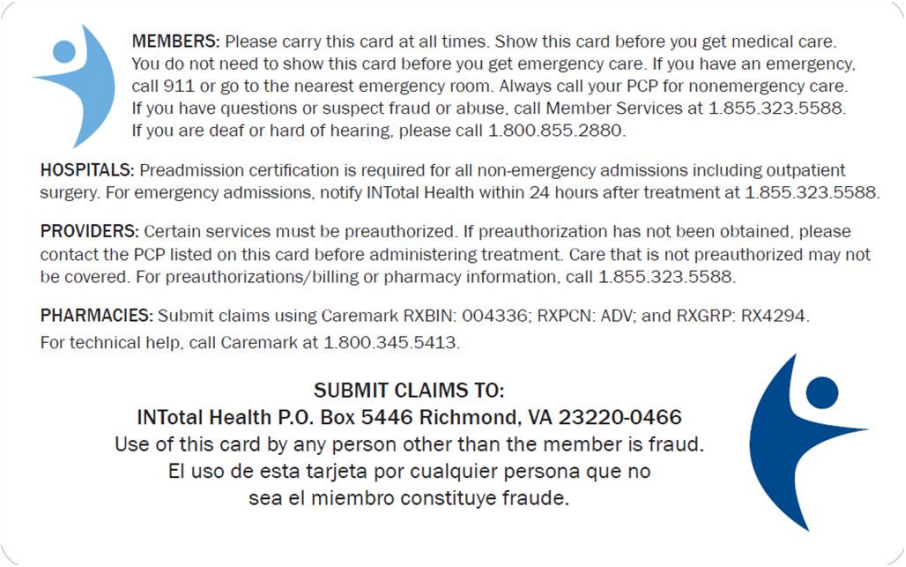

Kaiser Permanente FAMIS ID Card

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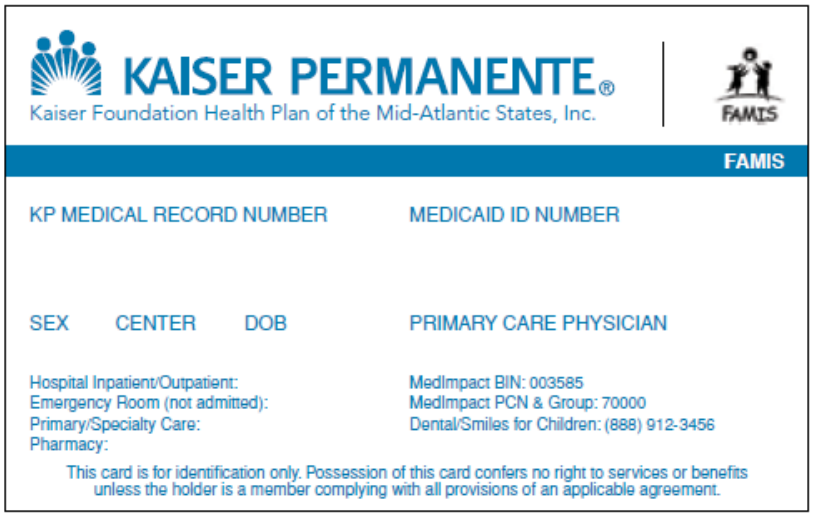

KAISER PERMANENTE®
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
FAMIS

FAMIS

KP MEDICAL RECORD NUMBER
MEDICAID ID NUMBER

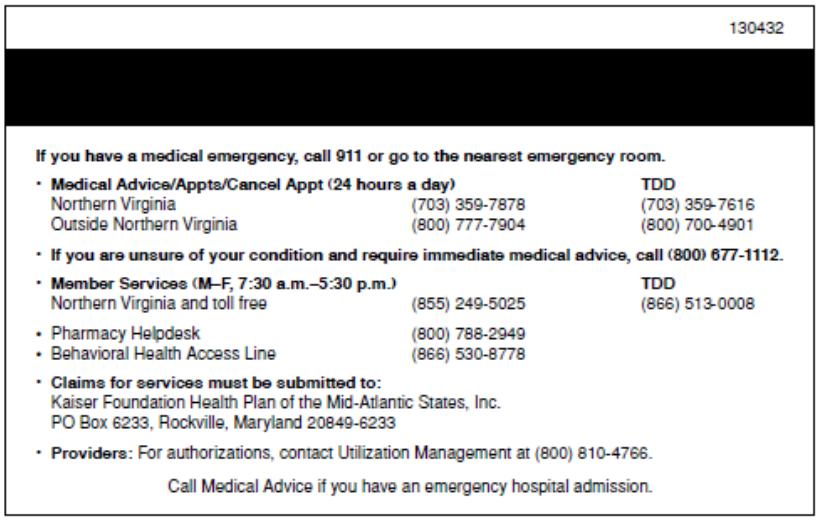
SEX CENTER DOB
PRIMARY CARE PHYSICIAN

Hospital Inpatient/Outpatient:
Emergency Room (not admitted):
Primary/Specialty Care:
Pharmacy:

MedImpact BIN: 003585
MedImpact PCN & Group: 70000
Dental/Smiles for Children: (888) 912-3456

This card is for identification only. Possession of this card confers no right to services or benefits unless the holder is a member complying with all provisions of an applicable agreement.

BACK


130432

If you have a medical emergency, call 911 or go to the nearest emergency room.

- **Medical Advice/Appts/Cancel Appt (24 hours a day)** — TDD
  Northern Virginia (703) 359-7878 (703) 359-7616
  Outside Northern Virginia (800) 777-7904 (800) 700-4901
- **If you are unsure of your condition and require immediate medical advice, call (800) 677-1112.**
- **Member Services (M–F, 7:30 a.m.–5:30 p.m.)** — TDD
  Northern Virginia and toll free (855) 249-5025 (866) 513-0008
- Pharmacy Helpdesk (800) 788-2949
- Behavioral Health Access Line (866) 530-8778
- **Claims for services must be submitted to:**
  Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.
  PO Box 6233, Rockville, Maryland 20849-6233
- **Providers:** For authorizations, contact Utilization Management at (800) 810-4766.

Call Medical Advice if you have an emergency hospital admission.

OPTIMA FAMIS ID Card
$2 Co-pay

FRONT

OptimaHealth

FAMILY CARE
FAMIS

Member Name: John Doe
Member Number: 9999999*99
Group Number: 999999
Member Effective Date: 99-99-99
PCP Name: ABC Provider
PCP Phone: 999-9999

OV: $2
ED: $2

FAMIS
Covering Children With Affordable Health Insurance

FAMIS #: 999999999999 DOB: 99-99-9999

Detailed benefit information is available at optimahealth.com

BACK

Preauthorization may be required for: hospitalization, outpatient surgery and therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.

IN CASE OF AN EMERGENCY: Call 911 or go to the nearest emergency room. Always call your Primary Care Physician for non-emergent care.

PHARMACY INFORMATION:

BIN# 610011 PROCESSOR CONTROL# OHPMCAID

Catamaran Pharmacy Help desk: 1-866-244-9113

Member Services:	757-999-9999 OR 9-999-999-9999
Provider Relations:	757-552-7474 OR 1-800-229-8822
Medical/Pharmacy Pre Authorization:	757-552-7540 OR 1-800-229-5522
Behavioral Health Pre Authorization:	757-552-7174 OR 1-800-648-8420
After Hours Nurse Advice:	757-552-7250 OR 1-800-394-2237
Smiles for Children:	1-888-912-3456

MEDICAL CLAIMS
P.O. Box 5028
Troy, MI 48007-5028

BEHAVIORAL HEALTH CLAIMS
P.O. Box 1440
Troy, MI 48099-1440

Offered by Optima Health Plan

OPTIMA FAMIS ID Card
$5 Co-pay

FRONT

OptimaHealth

FAMILY CARE
FAMIS

Member Name: John Doe
Member Number: 9999999*99
Group Number: 999999
Member Effective Date: 99-99-99
PCP Name: ABC Provider
PCP Phone: 999-9999

OV: $5
ED: $5
RX: $5

FAMIS #: 999999999999 DOB: 99-99-9999

FAMIS
Covering Children With Affordable Health Insurance

Detailed benefit information is available at optimahealth.com

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Catamaran Pharmacy Help desk: 1-866-244-9113

Member Services:	757-999-9999 OR 9-999-999-9999
Provider Relations:	757-552-7474 OR 1-800-229-8822
Medical/Pharmacy Pre Authorization:	757-552-7540 OR 1-800-229-5522
Behavioral Health Pre Authorization:	757-552-7174 OR 1-800-648-8420
After Hours Nurse Advice:	757-552-7250 OR 1-800-394-2237
Smiles for Children:	1-888-912-3456

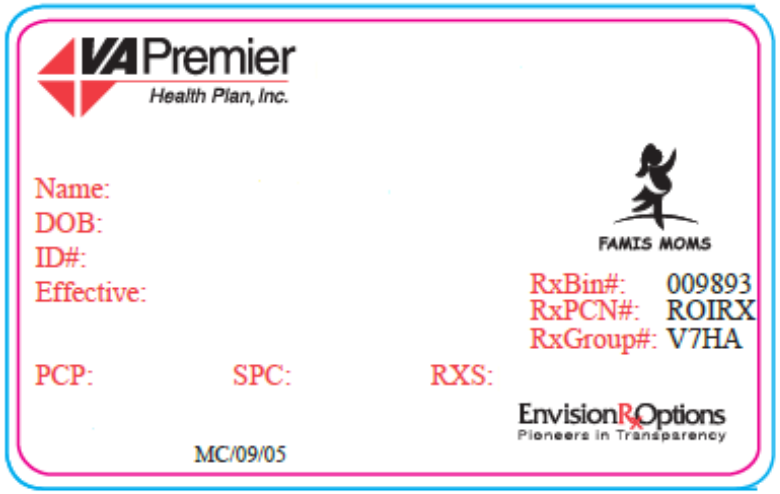
MEDICAL CLAIMS
P.O. Box 5028
Troy, MI 48007-5028

BEHAVIORAL HEALTH CLAIMS
P.O. Box 1440
Troy, MI 48099-1440

Offered by Optima Health Plan

VA PREMIER FAMIS ID Card FAMIS MOMS

FRONT



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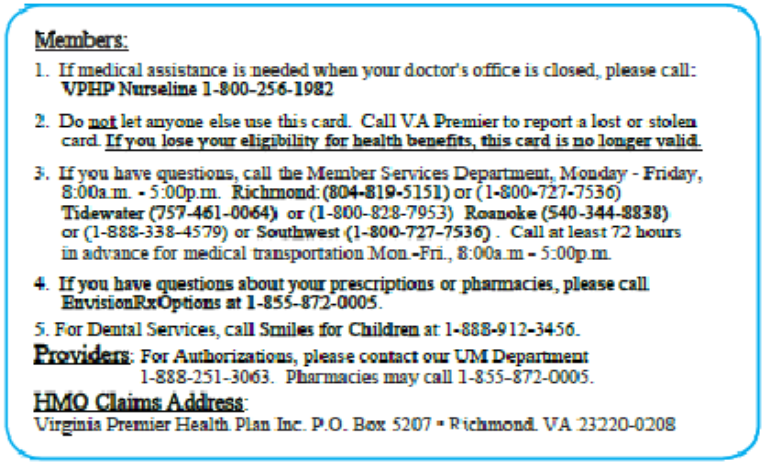


Members:

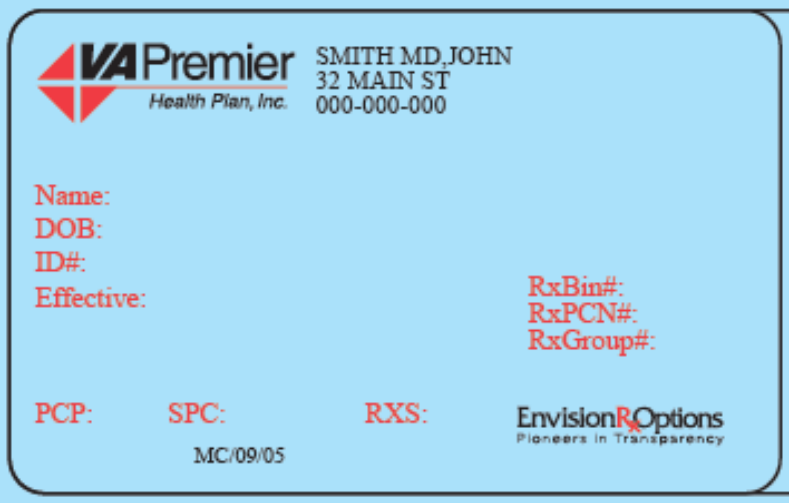
1. If medical assistance is needed when your doctor's office is closed, please call: **VPHP Nurseline 1-800-256-1982**
2. Do not let anyone else use this card. Call VA Premier to report a lost or stolen card. **If you lose your eligibility for health benefits, this card is no longer valid.**
3. If you have questions, call the Member Services Department, Monday - Friday, 8:00a.m. - 5:00p.m. **Richmond: (804-819-5151)** or (1-800-727-7536) **Tidewater (757-461-0064)** or (1-800-828-7953) **Roanoke (540-344-8838)** or (1-888-338-4579) or **Southwest (1-800-727-7536)**. Call at least 72 hours in advance for medical transportation Mon.-Fri., 8:00a.m - 5:00p.m.
4. **If you have questions about your prescriptions or pharmacies, please call EnvisionRxOptions at 1-855-872-0005.**
5. For Dental Services, call **Smiles for Children** at 1-888-912-3456.

Providers: For Authorizations, please contact our UM Department 1-888-251-3063. Pharmacies may call 1-855-872-0005.

HMO Claims Address:
Virginia Premier Health Plan Inc. P.O. Box 5207 • Richmond, VA 23220-0208

VA PREMIER ID Card

FRONT



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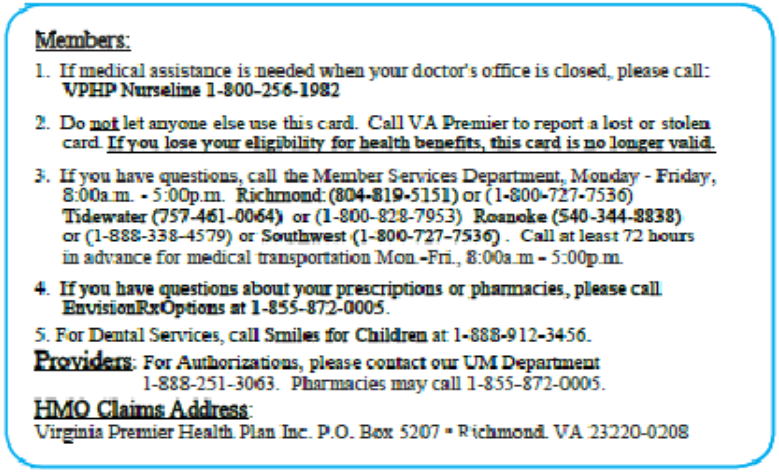

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HMO Claims Address:
Virginia Premier Health Plan Inc. P.O. Box 5207 • Richmond, VA 23220-0208