

## Telephone Numbers and Websites

Providers who are unclear about why a claim submitted to the Department of Medical Assistance Services (DMAS) was denied. We encourage you to contact the **Provider Helpline at (800) 552-8627** and ask for assistance with the claim before deciding whether to file an appeal. If a DMAS appeal is filed, it will **only** address the denial reason(s) set forth on the remittance advice. **Filling an appeal does not correct the denial reason(s) nor does an appeal involve reprocessing claims.**

**The number one DMAS Fee For Service (FFS) claim denial reason (code) is edit 453 Enrolled in HMO. Providers must bill the Cardinal Care Managed Care (CCMC) plan in which the Member is enrolled for the CCMC service not DMAS.**

DMAS provides Providers two self-service systems to check Member eligibility, FFS claims status, FFS check amounts, service authorizations and service limits. The **Medicall System** instructions can be found at <https://www.dmas.virginia.gov/media/4oyhhcwc/how-to-use-medicall.pdf> The **Medicaid Enterprise System (MES)** information can be found at <https://vamedicaid.dmas.virginia.gov/provider>

**If you have CCMC Claims and Billing questions for a CCMC plan, please see the CCMC Provider Helpline telephone number and the link below for each.**

CCMC Plan	Provider Help Number	CCMC Plan Claims website
Aetna Better Health	(800) 279-1878 (TTY:711)	<a href="https://www.aetnabetterhealth.com/virginia/providers/index.html">https://www.aetnabetterhealth.com/virginia/providers/index.html</a>
Anthem HealthKeepers	(800) 901-0020 (TTY:711)	<a href="https://providers.anthem.com/virginia-provider/home">https://providers.anthem.com/virginia-provider/home</a>
Humana HealthCare	(844) 881-4482 (TTY:711)	<a href="https://provider.humana.com/medicaid/virginia-medicaid/claims-and-payments">https://provider.humana.com/medicaid/virginia-medicaid/claims-and-payments</a>
Sentara Health Plan	(800) 229-8822 (TTY:711)	<a href="https://www.sentarahealthplans.com/providers/billing-and-claims">https://www.sentarahealthplans.com/providers/billing-and-claims</a>
United HealthCare	(844) 284-0146 (TTY:711)	<a href="https://www.uhcprovider.com/">https://www.uhcprovider.com/</a>

If you are seeking to correct your FFS claim, do so and resubmit your claim with the claim corrections for payment rather than filing an appeal. **FFS Claim denial codes and resolutions** can be found on the new Claims and Billing webpage at <https://www.dmas.virginia.gov/for-providers/claims-and-billing/>