

# 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](mailto: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

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| General Information                        | <a href="mailto:DMAS-Info@dmas.virginia.gov">DMAS-Info@dmas.virginia.gov</a>         |
| Freedom of Information Request (FOIA)      | <a href="mailto:FOIA@dmas.virginia.gov">FOIA@dmas.virginia.gov</a>                   |
| Electronic Claims Processing and Passwords | <a href="mailto:virginia.edisupport@acs-inc.com">virginia.edisupport@acs-inc.com</a> |
| Technical Internet Problems Only           | <a href="mailto:tecsupport@dmas.virginia.gov">tecsupport@dmas.virginia.gov</a>       |

## Provider Information

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| DMAS Provider Helpline         | 1-800-552-8627 (in state)<br>804-786-6273 (out of state)   |
| Provider Enrollment            | 1-888-829-5373 (in state)<br>804-270-5105 (out of state)   |
| ARS Web System                 | 1-866-352-0496<br><a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a> |
| MediCall (AVRS): USA           | 1-800-884-9730<br>1-800-772-9996   |
| MediCall (AVRS): Richmond area | 804-965-9732<br>804-965-9733   |

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| ClaimCheck   | <a href="mailto:claimcheck@dmas.virginia.gov">claimcheck@dmas.virginia.gov</a>  |
| Consumer Directed Fiscal Agent – PPL   | 1-866-259-3009<br>804-200-4001<br><a href="mailto:CDFAS@dmas.virginia.gov">CDFAS@dmas.virginia.gov</a><br><a href="mailto:PPLVA@pcgus.com">PPLVA@pcgus.com</a>  |
| Dental – Smiles for Children   | 1-800-912-3456<br><a href="mailto:smiles@dmas.virginia.gov">smiles@dmas.virginia.gov</a>  |
| HIPAA Office of Privacy and Security   | <a href="mailto:hipaaprivacy@dmas.virginia.gov">hipaaprivacy@dmas.virginia.gov</a>  |
| Managed Care Helpline  | 1-800-643-2273<br><a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a><br><a href="mailto:managedcarehelp@dmas.virginia.gov">managedcarehelp@dmas.virginia.gov</a>  |
| Medical Support  | 804-786-8056  |
| NPI  | <a href="mailto:npi@dmas.virginia.gov">npi@dmas.virginia.gov</a>  |
| Pharmacy Service Authorizations<br>(including the Preferred Drug List)<br>Pharmacy Claims Processing | 1-800-932-6648<br><br>1-800-774-8481<br><a href="mailto:pdlinput@dmas.virginia.gov">pdlinput@dmas.virginia.gov</a>  |
| Prior Authorization - KePRO  | 1-888-827-2884<br>804-622-8900 (local)<br><a href="https://dmas.kepro.org">https://dmas.kepro.org</a><br><a href="mailto:PAUR06@dmas.virginia.gov">PAUR06@dmas.virginia.gov</a><br><a href="mailto:providerissues@kepro.org">providerissues@kepro.org</a> |
| Provider Training  | 804-371-2484  |
| SLH Provider Helpline  | 1-800-852-6080  |
| Third Party Liability  | <a href="mailto:TPLunit@dmas.virginia.gov">TPLunit@dmas.virginia.gov</a>  |
| Transportation – Logisticare   | 1-866-386-8331<br><a href="mailto:transportation@dmas.virginia.gov">transportation@dmas.virginia.gov</a>  |

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



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