

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 (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 Help

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@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@pcqus.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 Point of Service (POS) Support Virginia Medicaid Pharmacy Helpdesk (24 hours a day x 7 days a week) <ul style="list-style-type: none"> • POS Transmission Issues • Drug service authorizations • Preferred Drug List (PDL) • ProDUR and RetroDUR 	1-800-932-6648
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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • FAMIS • FAMIS MOMS • FAMIS Select 	Cover Virginia 1-855-242-8282 www.coverva.org www.coverva.org/programs_fami.cfm famiselect@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://www.dmas.virginia.gov/Content_pgs/lcfaq_for_m.aspx
Managed Care Helpline	1-800-643-2273 www.virginiamanagedcare.com managedcarehelp@dmas.virginia.gov
Managed Care Organizations <ul style="list-style-type: none"> • Anthem HealthKeepers Plus • Aetna Better Health of Virginia • INTotal Health • Optima Family Care • Kaiser Permanente • Virginia Premier Health Plan 	<ul style="list-style-type: none"> • 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 <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)	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

Cindi B. Jones, Director
Linda Nablo, Chief Deputy Director
Suzanne Gore, Deputy Director for Administration
Scott Crawford, Deputy Director for Finance
Cheryl J. Roberts, Deputy Director for Programs
Karen Kimsey, Deputy Director for Complex Care Services
Katherine Neuhausen, MD, Chief Medical Officer
Ashley Hazelton, Special Assistant to the Director
China Rentzell, Administrative Assistant

804-786-8099

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