

DMAS – Virginia Medicaid
Fee-for-Service (FFS), Managed Care Organization (MCO),
and Commonwealth Coordinated Care (CCC)
Non-Emergency Transportation Toll Free Contact Telephone Numbers

Geographic Area for Region Assignments:

Region 1 SW VA, Norton, Abingdon, Bristol	Region 5/6 Charlottesville, Fredericksburg, Harrisonburg
Region 2 Bedford, Lynchburg, Roanoke	Region 4 Norfolk, Williamsburg, Northern Neck
Region 3 Richmond, Petersburg, Ashland	Region 7 Northern Virginia

Reservation Numbers: (make your transportation arrangements, check to see if you’re eligible)

FFS / MCO / CCC	Number	Details
Fee For Service (FFS)	(866) 386-8331	All ages and all levels of service
INTotal Health (previously Amerigroup VA)	(800) 894-8139	All ages ambulatory, wheelchair, stretcher and non-emergency ambulance.
Anthem HealthKeepers Plus	(877) 892-3988	All ages and all levels of service
Anthem CCC	(855) 253-6861	All ages and all levels of service
CoventryCares of Virginia (previously Southern Health Services / CareNet)	(800) 734-0430	All ages ambulatory and wheelchair
	(800) 235-2206 Option 2 then Option 2	All ages needing stretcher and non-emergency ambulance
Humana CCC	(855) 253-6869	All ages and all levels of service
INTotal Health (previously Amerigroup VA)	(800) 894-8139	All ages and all levels of service
Kaiser Permanente	(866) 823-8349	All ages and all levels of service
Optima Family Care	(877) 892-3986	All ages ambulatory and wheelchair
	(800) 881-2166	All ages needing stretcher and non-emergency ambulance services
Virginia Premier locations: All Regions	(800) 727-7536 Option 2 then Option 1	All ages and all levels of service
Virginia Premier CCC	(855) 338-6467 Option 1	All ages and all levels of service

Ride Assist Number: (Running late, where is my ride, what time is my pick-up, I have a complaint, etc.)

FFS / MCO / CCC	Telephone Number
FFS – All Regions	(866) 246-9979
Anthem HealthKeepers	(877) 892-3988 Option 2
Anthem CCC	(855) 253-6862
CoventryCares	(800) 734-0430 Option 2
Humana CCC	(855) 253-6870
INTotal Health	(800) 894-8396
Kaiser	(866) 823-8350
Optima Family Care	(877) 892-3986 Option 1
Virginia Premier	(800) 727-7536 Option 2 then Option 3
Virginia Premier CCC	(855) 338-6467 Option 1

FFS Rider Handbook, Frequently Asked Questions (FAQs), and On line reservations: <http://transportation.dmas.virginia.gov>
 Call your appropriate Reservation Line to ask about gas reimbursement or bus tickets to your Medicaid Paid services.

