

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

Geographic Area for Region Assignments:

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

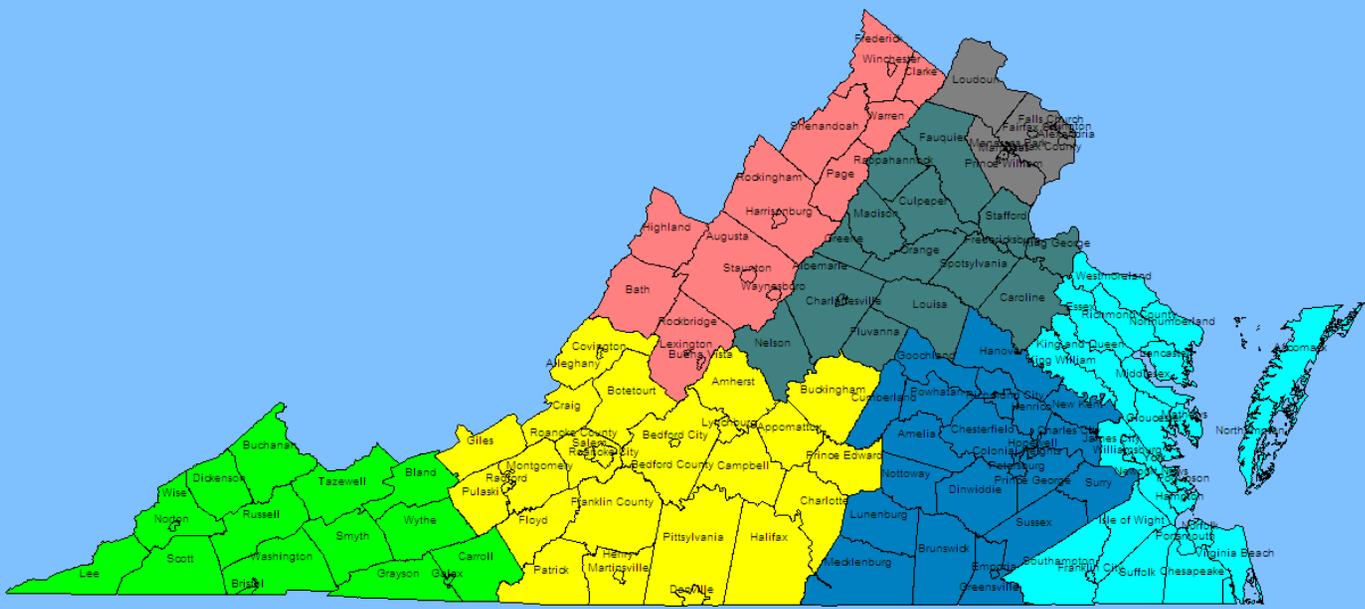
Reservation Numbers: (make your transportation arrangements, check to see if you're eligible)

FFS / MCO	Number	Details
FFS – Standard Medicaid	(866) 386-8331	All ages and all levels of service
INTotal Health (previously Amerigroup Virginia)	(800) 894-8139	All ages for ambulatory, wheelchair and 18 years or younger needing stretcher or non-emergency ambulance
	(855) 323-5588 Option 6	19 years and over needing a stretcher or non-emergency ambulance
Anthem HealthKeepers Plus	(877) 892-3988	All ages ambulatory and wheelchair.
	(800) 533-1120	All ages needing stretcher and non-emergency ambulance
CoventryCares of Virginia (previously Southern Health Services / CareNet)	(800) 734-0430	All ages ambulatory and wheelchair
	(804) 968-7206	All ages needing stretcher and non-emergency ambulance
Kaiser Permanente	(866) 823-8349	All ages and all levels of service
MajestaCare	(877) 564-0575	All ages ambulatory and wheelchair
	(866)996-9140	All ages needing stretcher and non-emergency ambulance services
	After Hours Ambulance (540) 345-7628	
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

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

FFS / MCO	Telephone Number
FFS – All Regions	(866) 246-9979
Anthem HealthKeepers	(877) 892-3988
CoventryCares	(800) 734-0430
INTotal Health	(800) 894-8396
Kaiser	(866) 823-8350
MajestaCare	(877) 564-0576
Optima Family Care	(866) 660-4371
Virginia Premier	(800) 727-7536 Option 2 then Option 3

Attachment I: Transportation Regions



- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Region 6
- Region 7

GeoAccess