



Virginia Department of Medical Assistance Services

Addiction and Recovery Treatment Services (ARTS)

Provider Network Relations Contact Information

Last Updated August 1, 2023



Virginia Department of Medical Assistance Services

Provider Services Solution (PRSS)

- Phone: 804-270-5105 (in-state) or 1-888-829-5373 (out-of-state)
- Fax: 1-888-335-8476
- Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com



Medallion 4.0 Managed Care Plans

- **Aetna Better Health of Virginia**

- Phone: 1-855-652-8249
- Aetnabetterhealth-VAProviderRelations@aetna.com

- **Anthem HealthKeepers Plus**

- (For OBAT Providers): Carelon uses the [Council for Affordable Quality Healthcare \(CAQH\) ProView](#) application for credentialing. If you need assistance with your initial credentialing application, please review the [New Provider Quick Reference Guide](#) or call the CAQH Provider help line at 1-888-599-1771. For additional questions: credentialing@anthem.com
- **Carelon Behavioral Health (All other levels of care)**
 - Please contact: ProviderRelations.VA@carelon.com

- **Molina Healthcare**

- Molina Healthcare Network Department
- Email: MCCVA-Provider@molinahealthcare.com
- Phone: 1-800-424-4518
- Fax: (888)-656-5098



MEDALLION 4.0

Growing Strong

Medallion 4.0 Managed Care Plans

- **Optima Family Care**
 - Contracting: 877-865-9075 x 4 or <https://www.optimahealth.com/providers/provider-support/join-our-network>
 - Credentialing: <https://www.optimahealth.com/providers/provider-support/join-our-network>
- **United Healthcare**
 - Email : VACCCBH@optum.com
 - Web : www.providerexpress.com and then select: Quick Links >> Join Our Network

Commonwealth Coordinated Care Plus (CCC+) Managed Care Pans

- **Aetna Better Health of Virginia**

- Email: Aetnabetterhealth-VAProviderRelations@aetna.com
- Phone: 855-652-8249

- **Anthem HealthKeepers Plus**

- Deborah Tankersley
- Phone: 540-830-2481
- Email: deborah.tankersley@anthem.com



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