

# DMAS VICC Updates – September 2025

## Child Health Updates

### Early Intervention:

Humana experienced some challenges with Early Intervention provider submissions of the IFSPs. Currently Humana is encouraging providers to fax their IFSPs at this time. *FAX: 888-241-3745*

DMAS continues to work with Humana regarding concerns around provider reimbursements related to the Virginia Vaccine for Children program. There have been a few challenges with proper reimbursement of vaccines and administration fee's. Humana is working towards appropriate resolution of impacted claims and will provide further updates by the end of the month.

Humana is also working to secure "in-person" interpreters for the Early Intervention population and will keep us posted on this matter.

### EPSDT Mailbox:

Please reach out to our EPSDT mailbox at [EPSDT@dmass.virginia.gov](mailto:EPSDT@dmass.virginia.gov) for inquiries around the benefit.

### Early Intervention Mailbox:

Also, for Early Intervention inquiries, please contact [EarlyIntervention@dmass.virginia.gov](mailto:EarlyIntervention@dmass.virginia.gov) no longer [M4EarlyIntervention@dmass.virginia.gov](mailto:M4EarlyIntervention@dmass.virginia.gov).

### Claims and Billing: [Claims and Billing](#)

**Provider Helpline:** 800-552-8627 or 804-786-6273

**Provider Enrollment Inquiries:** [VAMedicaidProviderEnrollment@GainwellTechnologies.com](mailto:VAMedicaidProviderEnrollment@GainwellTechnologies.com)

## Cardinal Care Managed Care (CCMC) Program

Governor Youngkin and the Virginia Department of Medical Assistance Services (DMAS) announced the launch of the new Cardinal Care Managed Care program. The five health plans that will serve Virginians eligible for Medicaid beginning July 1, 2025, are: Aetna Better Health of Virginia, Anthem HealthKeepers Plus, Humana Healthy Horizons of Virginia (new), Sentara Health Plans, and UnitedHealthcare of the Mid-Atlantic, Inc. The program also includes a foster care specialty plan administered by Anthem HealthKeepers Plus. This initiative aligns with Governor Youngkin's goal of ensuring that Virginia's vulnerable populations receive high-quality health care coverage. Each health plan offers new, enhanced benefits in addition to core Medicaid services to better support individuals and families. Members can compare these plans and their added benefits using tools available at [www.virginiamanagedcare.com](http://www.virginiamanagedcare.com).

## Upcoming 2025 Provider Focus Group Dates

- September 15th
- October 20th
- November 17th
- December 15<sup>th</sup>

## Updated Maintenance Requirements effective May 23, 2025

Effective May 23, 2025, Providers must submit all Specialty Additions or Update requests through the provider portal. Please do not email the form to [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com). Login to the portal by clicking the blue button at the top of this page, or [click here](#) to login.

## General Maintenance Requests

General Maintenance Request changes no longer need to be submitted on Company Letterhead. Instead, we have created PDF fillable forms that will help to ensure that all the necessary data points are submitted when a change is needed.



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Forms must be completed electronically and will require an additional validation point to verify the identity of the authorized official that must sign the request. Please submit forms to [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com) for processing.

Please note: Provider Maintenance forms are now located on the [Forms & Downloads page](#).

## **Partnership for Petersburg**

On August 7, Governor Youngkin celebrated three years of the ongoing Partnership for Petersburg. The event took place at the historic Petersburg Library on Washington Street. Governor Youngkin highlighted that, thanks to the commitment and dedication of state, local, community, and faith leaders over the past three years, Petersburg is now safer and healthier.

During the celebration, Dr. Daphne Bazile of Bon Secours Southside was recognized for her work with DMAS in offering extended OB/GYN Saturday clinic days. Since the project's inception in November 2023, postpartum visit rates have increased by 16 percent. More recent data shows even greater success, with an average postpartum visit rate of 57.7 percent—including a rate of 64 percent in June 2024, representing a 52 percent increase from the baseline.

## **Foster Care**

DMAS has launched a new and improved Medicaid health plan specially designed for youth in foster care, as well as individuals in former foster care, and receiving adoption assistance. Anthem HealthKeepers Plus administers the single statewide Foster Care Specialty Plan (FCSP) in Virginia, and all eligible members have successfully transitioned to Anthem as of 8/1/25. Anthem's Foster Care Specialty Plan was designed to meet the unique medical and behavioral needs of members involved in the child welfare system, with value-added benefits to support reunification, education, employment, and more. As the single statewide managed care organization and entity accountable for the provision of health care services to youth in foster care, adoption assistance, and former foster care, the FCSP will be able to improve access and continuity of care, as well as the level of coordination between local Departments of Social Services, providers, and other stakeholders involved in serving these members. DMAS has more information about Anthem's Foster Care Specialty Plan on our website at [www.dmas.virginia.gov/for-members/cardinal-care-members/foster-care](http://www.dmas.virginia.gov/for-members/cardinal-care-members/foster-care). Email [fostercare@dmas.virginia.gov](mailto:fostercare@dmas.virginia.gov) with questions or for more information.

## **Baby Steps Virginia – Maternal Health**

Virginia continues to improve maternal health outcomes for all pregnant and postpartum women and, in particular, works to eliminate racial disparities and maternal mortality through the development of Baby Steps VA.

To ensure quality and improvement of services, Baby Steps VA hosts bimonthly meetings every second Friday. During these calls DMAS's Baby Steps VA is joined by our sister agencies, MCOs, hospital systems, community stakeholders and internal staff to collaborate and discuss our focus areas around maternal health.

Upcoming Meeting Dates:

February 21, 2025

April 11, 2025

June 13, 2025

August 8, 2025

October 10, 2025

December 12, 2025

\*Interested in BSVA, want to join our meeting and listserv to receive maternal health updates and information. Contact us at [babystepsva@dmass.virginia.gov](mailto:babystepsva@dmass.virginia.gov)

## NEW Maternal Health Documents

- [Maternal Health Comparison Chart](#)
  - This chart serves as a valuable resource for expectant and new mothers in Virginia to compare the enhanced benefits available through different health plans, ensuring they can make informed decisions to support their maternal health journey.
- [Maternal Health Resource Chart](#)
  - The Virginia Medicaid Maternal Health Resource Guide provides comprehensive support for individuals before, during, and after pregnancy. The guide highlights important topics such as urgent warning signs during pregnancy, oral health care, and programs like WIC and SNAP. It also directs individuals to essential mental health resources, including a maternal mental health hotline and postpartum support services, ensuring new parents have access to critical care and resources for better health outcomes.

## Dental Coverage

This year marks a major milestone: the 20th anniversary of Virginia’s Medicaid dental program, Cardinal Care Smiles. Since its inception in 2005, the program has grown from providing dental care to children only into a comprehensive dental program serving children, pregnant individuals and adults.

In July 2025, the Department held a 20-Year Anniversary Celebration to honor this growth, our network of dedicated providers, and the many champions who helped shape the program—clinicians, advocates, agency staff, and stakeholders. Events included formal recognition of pioneers like Dr. Terry Dickinson and Dr. Zachary Hairston, and partners like DentaQuest, who have supported the program from the start. The celebration was not only a reflection on our legacy—it served as a launchpad for our next decade of work. As we move through the remainder of the year, Virginia's Medicaid dental program remains focused on strengthening provider relationships, improving member experience, and expanding oral health access across the Commonwealth. Key areas of activity include:

### **Network Adequacy & Workforce Expansion**

- We are actively working to increase the number of dentists participating in Cardinal Care Smiles, particularly in underserved regions such as Southwest Virginia, IDD-focused facilities, and long-term care settings.

### **Oral–Systemic Health Integration**

- Virginia is exploring cross-sector collaborations that emphasize the role of oral health in overall wellness—especially for populations with chronic conditions or comorbidities.

### **Communications & Member Engagement**

- Providers can expect new outreach flyers, and social media campaigns—especially those geared toward:
  - Pregnant members (highlighting 3 cleanings per year and perinatal care)
  - Older adults (emphasizing preventive vs. invasive care)

As we reflect on 20 years of progress, Cardinal Care Smiles will continue to ensure that every member has access to quality, person-centered, and preventive oral health care and that providers have the tools, trust, and transparency needed to succeed in our program.

