

DD WAIVER ENROLLMENT, SERVICE AUTHORIZATION & BILLING

WHO TO CONTACT

This “Who to Contact” list, created by the Department of Medical Assistance Services (DMAS) and the Department of Behavioral Health and Developmental Services (DBHDS), is designed to assist providers with questions and issues related to the Medicaid Enterprise System (MES) and Waiver Management System (WaMS) enrollment, and billing questions associated with service authorizations for Developmental Disabilities (DD) waiver services.

GAINWELL

- Provider Enrollment
- Provider type or Specialty codes (how and what service a provider is enrolled as)

Only providers enrolled as **Provider Type 056, 059, 062, 063, and 573** appear in WaMS.

In-State: 1-804-270-5105

Out-Of-State Toll Free: 1-888-829-5373

Fax Toll Free: 1-888-335-8476

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Upon becoming notified as an enrolled NEW DD waiver provider by DMAS, it may take up to five business days for providers to show up in WaMS

Providers can find out more about the provider types and specialty codes needed for enrollment of DD waiver services at: https://vamedicaid.dmas.virginia.gov/sites/default/files/2022-04/DDW_Services_Taxonomy_Guide_V2.2.pdf

Additional information regarding Provider Enrollment can be found at: https://vamedicaid.dmas.virginia.gov/sites/default/files/2022-03/Provider_Enrollment_Wizard_User-Guide_23MAR.pdf

CONDUENT

- Billing Issues/Questions
- Member Eligibility

Monday–Friday 8:00 a.m.-5:00 p.m.

Toll-free (800-552-8627) or in-state (804-786-6273)

DBHDS

- DD waiver service authorization questions
- Medicaid Information Management System (MMIS) errors of service authorizations
- Level of Care/Waiver Line: Enrollment in the DD waivers
(see contact on p.3)

To find your assigned Service Authorization Consultant:
[Waiver Services - Virginia Department of Behavioral Health and Developmental Services](#)

MES

- Questions about Medicaid Enterprise System (MES)

MES support:
mes-assist@dmass.virginia.gov
More information and log on to MES:
<https://vamedicaid.dmass.virginia.gov/#gsc.tab=0>

WAMS

- Question about or problems with registering for WaMS Account *(after receipt of DMAS notification of becoming NEW DD waiver provider)*
- General “How to” questions on using WaMS
- Errors or problems using WaMS

WaMS Technical Support:
Support Line: 844-4-VA-WaMS (844-482-9267)
Email: helpdesk@wamsvirginia.org
Help Desk Hours: Monday - Friday 7AM - 7PM EST

DMAS

If additional support is needed beyond the contacts above, please contact:

Email: DDWAIVER@DMAS.VIRGINIA.GOV

Developmental Disability (DD) Waivers and ICF/IDD Level of Care (LOC) waiver line

When an individual is in an ICF/IDD or is on one of the DD waivers with an assigned slot and their waiver line/LOC has been cut off in the Medicaid Enterprise System (MES), the contacts below should be consulted.

To have the LOC/waiver lines restored in MES:

- For individuals with a DD waiver, please contact your assigned DBHDS Service Authorization (SA) consultant:
<https://dbhds.virginia.gov/wp-content/uploads/2024/01/Service-Auth-Board-Assignments-01-08-2024.docx>

The LOC/waiver line is essential to billing for DD waiver services and ICF/IDD services rendered.

- For individuals in an ICF/IDD, please email: DDWAIVER@DMAS.VIRGINIA.GOV