

For questions related to the audit process, please contact HMS at [VABH@hms.com](mailto:VABH@hms.com).

Educational information is available on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov), located under the Learning Network. Additional information can be found on the HMS website at <https://www.hmspermedion.com/va-medicaid-behaviorial-health/>

For questions regarding the service authorization process, please send your inquiries via e-mail to [VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com) or call 1-800-424-4536 or 1-800-424-4046. For provider information and training please go to the Magellan website at <https://www.magellanofvirginia.com/for-providers/>

For questions regarding the auditing of Mental Health services by HMS, Inc., inquiries may be sent to [hmsaudits@dmas.virginia.gov](mailto:hmsaudits@dmas.virginia.gov).

For questions specifically related to any clinical issues for the Community Mental Health Rehabilitation Services, you may send inquiries to [CMHRS@dmas.virginia.gov](mailto:CMHRS@dmas.virginia.gov).

All other Medicaid provider issues should be addressed through the Virginia Medicaid Provider Helpline. The numbers are 1-800-552-8627. If you are located in Richmond or out-of-state, call 804-786-6273.

***\*\*Please do not send Protected Health Information (PHI) unless it is sent via a secure encrypted email.***