

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

Gainwell Technologies, a DMAS vendor responsible for:

- 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 be available 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

Conduent, a DMAS vendor responsible for:

- 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/Enrollment in the DD waivers

To find your assigned Service Authorization Consultant:
[Waiver Services - Virginia Department of Behavioral Health and Developmental Services](#)
Service authorization helpline: 804 663-7290

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

FEi Systems, a DBHDS vendor responsible for:

- 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

FEi Systems
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 DD WAIVER

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

Email: DDWAIVER@DMAS.VIRGINIA.GOV