

# Useful Contact Information

Area	Contact Name(s)	Phone Number & E-mail	Question Types
<b>VA Department of Social Services (DSS) – <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a></b>			
Medical Assistance Unit Program Manager	Stephanie Sivert	804-726-7660 <a href="mailto:stephanie.sivert@dss.virginia.gov">stephanie.sivert@dss.virginia.gov</a>	<i>Policy issues, clarification on policy, issues with local DSS offices</i>
Medical Assistance Program Consultants	Sharon Craft Judy Ferrell Lynn Brodnax Don McBride Sherry Sinkler-Crawley	276-676-5639 – Western Field Office 540-204-9645 – Piedmont Regional Office 757-491-3980 – Eastern Regional Office 540-347-6326 – Northern Regional Office 804- 622-9756 – Central Regional Office	<i>Policy issues, clarification on policy, issues with local DSS offices</i>
<b>FAMIS Central Processing Unit (CPU)</b>	ACS, Inc.	<b>866-873-2647</b> (8AM – 7PM M-F, 9AM-12PM Sat.)	<i>All aspects of the FAMIS program</i>
Contract Monitor (DMAS)	Victor Grand	804-698-5616	<i>General information and client follow-up</i>
FAMIS Plus Unit Supervisor (DMAS)	Pearl White	804-698-5641	<i>Follow up on FAMIS Plus-likely applications, “agency conference” calls</i>
FAMIS Eligibility Manager (ACS, Inc.)	Roberta Swinson	804-698-5612	<i>Eligibility processing, FAMIS denial/termination teleconferences</i>
Program Director (ACS, Inc.)	Jeness Vaccarella	804-698-5610	<i>FAMIS CPU operations</i>
<b>Department of Medical Assistance Services (DMAS) – <a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a></b>			
Marketing & Outreach Manager, Maternal & Child Health Division	Shelagh Greenwood	804-786-0166 <a href="mailto:shelagh.greenwood@dmas.virginia.gov">shelagh.greenwood@dmas.virginia.gov</a>	<i>General help, outreach information, statewide initiatives.</i>
FAMIS Marketing & Outreach Liaison	Beth Valdrighi	804-371-5053 <a href="mailto:beth.valdrighi@dmas.virginia.gov">beth.valdrighi@dmas.virginia.gov</a>	<i>General help, special materials orders, outreach information</i>
Latino Marketing & Outreach Liaison	Mayra Granados	804-371-0859 <a href="mailto:mayra.granados@dmas.virginia.gov">mayra.granados@dmas.virginia.gov</a>	<i>General help, outreach information, Hispanic outreach initiatives. (Bi-lingual)</i>
FAMIS Program Operations Manager	Janice Holmes	804-225-4280 <a href="mailto:janice.holmes@dmas.virginia.gov">janice.holmes@dmas.virginia.gov</a>	<i>General help, enrollment issues, problems with the CPU</i>
DMAS Managed Care	Patti Davidson	804-786-8453 <a href="mailto:patti.davidson@dmas.virginia.gov">patti.davidson@dmas.virginia.gov</a>	<i>DMAS Health Plans and Fee-for-Service issues; covered benefits questions.</i>
FAMIS <i>Select</i>	Melissa Goggin	804-786-7024 or 888-802-KIDS	<i>Any questions re: FAMIS Select</i>
Plan First [Maternal and Child Health Coordinator]	Ashley Barton	804-371-7824 <a href="mailto:PlanFirst@dmas.virginia.gov">PlanFirst@dmas.virginia.gov</a>	<i>Information and questions on Virginia’s new Family Planning Program- Plan First.</i>

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<b>DMAS (Continued)</b>			
Eligibility Policy Manager, Policy & Research Division	Cindy Olson	804-225-4282 <a href="mailto:cindy.olson@dmass.virginia.gov">cindy.olson@dmass.virginia.gov</a>	<i>Policy issues, clarification on policy</i>
Smiles For Children (SFC) (FAMIS/FAMIS Plus Dental Program)	Contractor: DentaQuest	888-912-3456 (8AM -6PM, M-F) <a href="http://www.dentaquestgov.com">www.dentaquestgov.com</a>	<i>All client questions concerning dental coverage, providers, etc.</i>
SFC Dental Program Manager	Dan Plain	804-786-1567 <a href="mailto:daniel.plain@dmass.virginia.gov">daniel.plain@dmass.virginia.gov</a>	<i>Smiles For Children program questions</i>
DMAS Recipient Help Line		804-786-6145	<i>Claims issues and complex covered services issues for fee-for-service recipients</i>
<b>Managed Care Organizations</b>			
FAMIS Plus/Medicaid Managed Care Help Line	Contractor: Maximus	800-643-2273 (8AM – 6PM M-F)	<i>Choosing/changing FAMIS Plus providers, verifying enrollment</i>
AMERIGROUP Health Plan		800-600-4441	<i>Billing, PCP's, providers</i>
Anthem Healthkeepers Plus		800-901-0020 or 757-326-5090	<i>Billing, PCP's, providers</i>
CareNet Southern Health Services		800-279-1878	<i>Billing, PCP's, providers</i>
Optima Family Care		800-881-2166 or 757-552-8975	<i>Billing, PCP's, providers</i>
Virginia Premier Health Plan	Central VA/Fredericksburg Tidewater Northwest Western/SW/SS	800-727-7536 or 804-819-5151 800-828-7989 or 757-461-0064 800-727-7536 888-338-4579 or 540-344-8838	<i>Billing, PCP's, providers</i>
<b>Other Resources</b>			
Virginia Poverty Law Center (VPLC)	Jill Hanken  Toll-free Help Line*	804-782-9430 x13 <a href="mailto:jill@vplc.org">jill@vplc.org</a>  800-868-8752 x13 (*For outreach worker use only)	<i>Troubleshooting tough cases, assistance with appeals, reporting systemic problems, and legal/policy regulation questions. Advocacy on issues regarding Virginia's child health insurance programs</i>
Virginia Health Care Foundation (VHCF) – Child Health Insurance Initiatives	Polly Raible, Kim Bemberis & Judith Cash	804-828-5804 <a href="mailto:Polly@vhcf.org">Polly@vhcf.org</a> , <a href="mailto:kimb@vhcf.org">kimb@vhcf.org</a> , <a href="mailto:judith@vhcf.org">judith@vhcf.org</a>	<i>VHCF's child health insurance initiatives - Project Connect and SignUpNow.</i>
SignUpNow @ VHCF  <a href="http://www.signupnowva.org">www.signupnowva.org</a>	Polly Raible	804-828-6062 <a href="mailto:signupnow@vhcf.org">signupnow@vhcf.org</a> or <a href="mailto:polly@vhcf.org">polly@vhcf.org</a>	<i>Outreach information, training, issue clarification, reporting problems, and general help.</i>