

Useful Contact Information

Area	Contact Name	Phone Number & E-mail	Question Types
VA Department of Social Services (DSS) – www.dss.virginia.gov			
Medical Assistance Unit Program Manager	Stephanie Sivert	804-726-7660 stephanie.sivert@dss.virginia.gov	<i>Policy issues, clarification on policy, issues with local DSS offices</i>
Medical Assistance Unit – Field Office Staff	Sharon Craft Judy Ferrell Johnical Owens Don McBride Sherry Sinkler-Crawley	276-676-5639 – Abingdon Field Office 540-857-7972 – Piedmont Virginia 757-491-3983 – Tidewater 540-347-6326 – Northern Virginia 804- 726-7367 – Richmond	<i>Policy issues, clarification on policy, issues with local DSS offices</i>
FAMIS Central Processing Unit (CPU)	ACS, Inc.	866-873-2647 (8AM – 7PM M-F, 9AM-12PM Sat.)	<i>All aspects of the FAMIS program</i>
Contract Monitor (DMAS)	Tracy Boone	804-698-5616 tracy.boone@dmass.virginia.gov	<i>General information and client follow-up</i>
FAMIS Plus Unit Supervisor (DMAS)	Pearl Williams	804-225-3401	<i>Follow up on FAMIS Plus-likely applications, “agency conference” calls</i>
FAMIS Eligibility Supervisor (ACS, Inc.)	Lisa Snead	804-698-5612 Lisa.Snead@acs-inc.com	<i>Eligibility processing, FAMIS denial/termination teleconferences</i>
Program Manager (ACS, Inc.)	Susan Sinclair	804-698-5610 Susan.Sinclair@acs-inc.com	<i>FAMIS CPU operations</i>
Department of Medical Assistance Services (DMAS) – www.dmas.virginia.gov			
Marketing & Outreach Manager, Maternal & Child Health Division	Rebecca Mendoza	804-786-3206 rebecca.mendoza@dmas.virginia.gov	<i>General help, outreach information</i>
FAMIS Marketing & Outreach Liaison	Shelagh Greenwood	804-786-0166 shelagh.greenwood@dmas.virginia.gov	<i>General help, special materials orders, statewide initiatives, outreach information</i>
FAMIS Marketing & Outreach Liaison	Diane Howard	804-786-3359 diane.howard@dmas.virginia.gov	<i>General help, special materials orders, statewide initiatives, outreach information</i>
Latino Marketing & Outreach Liaison	Mayra Granados	804-371-0859 mayra.granados@dmas.virginia.gov	<i>General help, outreach information, Hispanic outreach initiatives</i>
FAMIS Program Operations Manager	Janice Holmes	804-225-4280 janice.holmes@dmas.virginia.gov	<i>General help, enrollment issues, problems with the CPU</i>
FAMIS Managed Care	Dan Plain	804-225-4218 daniel.plain@dmas.virginia.gov	<i>FAMIS Health Plans and Fee-for-Service Issues</i>
FAMIS <i>Select</i>	Melissa Goggin	804-786-7024 or 888-802-KIDS	<i>Any questions re: FAMIS Select</i>

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DMAS (Continued)			
Policy	Cindy Olson Karen Packer Lois Brengel	804-225-4282 cindy.olson@dmas.virginia.gov 804-225-4104 karen.packer@dmas.virginia.gov 804-786-7958 Lois.brengel@dmas.virginia.gov	Policy issues, clarification on policy
Smiles For Children (SFC) (FAMIS/FAMIS Plus Dental Program)	Contractor: DORAL DENTAL	888-912-3456 (8AM -6PM, M-F) www.doraldental.com	All client questions concerning dental coverage, providers, etc.
SFC Dental Program Manager	Sandra Brown	804-786-1567 sandra.brown@dmas.virginia.gov	Smiles For Children program questions
Appeals Division	Lisha Jackson	804-225-4713	Recipient reviews
Claims – General Questions	Bonnie Winn	804-786-0160 or 804-786-0194	Medicaid billing
Fee-For-Service Help Line		804-786-6145	General help for fee-for-service recipients
Managed Care Organizations			
FAMIS Plus/Medicaid Managed Care Help Line	Contractor: Maximus	800-643-2273 (8AM – 6PM M-F)	Choosing/changing FAMIS Plus providers, verifying enrollment
AMERIGROUP Health Plan		800-600-4441	Billing, PCP's, providers
Anthem Healthkeepers Plus		800-901-0020 or 757-431-5090	Billing, PCP's, providers
CareNet Southern Health Services		800-279-1878 or 804-967-9186	Billing, PCP's, providers
Optima Family Care		800-881-2166 or 757-552-8975	Billing, PCP's, providers
Virginia Premier Health Plan	Richmond Tidewater Western/SW	800-727-7536 or 804-819-5151 800-828-7989 or 757-461-0064 888-338-4579	Billing, PCP's, providers
Other Resources			
SignUpNow www.signupnowva.org	Kim Bemberis	804-828-6062 signupnow@vhcf.org	Outreach information, training, issue clarification, reporting problems, and general help.
Virginia Poverty Law Center (VPLC)	Jill Hanken Toll-free Help Line*	804-782-9430 x13 jill@vplc.org 800-868-8752 x13 (*For outreach worker use only)	Troubleshooting tough cases, assistance with appeals, reporting systemic problems, and legal/policy regulation questions. Advocacy on issues regarding Virginia's child health insurance programs
Virginia Health Care Foundation – Child Health Insurance Initiatives	Kim Bemberis & Judith Cash	804-828-5804 Kimb@vhcf.org Judith@vhcf.org	VHCF's child health insurance initiatives - Project Connect, SignUpNow, and Covering Kids & Families