CONTACT US

PAPER CLAIMS SUBMISSION

• VA CMS-1500 Claims	P.O. Box 27444 Richmond, VA 23261-7444
• VA UB-04 Claims	P.O. Box 27443 Richmond, VA 23261-7443
• VA Crossover Claims/DMAS 30 R5/06	P.O. Box 27441 Richmond, VA 23261-7441
• VA Pharmacy Claims	P.O. Box 27445 Richmond, VA 23261-7445
• VA Adult Care Resident Assessments (ACR)	P.O. Box 85083 Richmond, VA 23285-5083
• Requested Documentation (ER Records, etc)	P.O. Box 27446 Richmond, VA 23261-7446

Notes:

- Your claims will be processed faster by using electronic claims submission
- If paper claims are submitted, please use the appropriate P. O. Box listed above
- Processing time delays may occur with claims mailed to the ACS physical street address, due to the additional time required to route the claims to the correct area
- Hand delivered claims are not accepted at ACS physical street address location

ELECTRONIC CLAIMS COORDINATOR

- Mailing Address:
  ACS Virginia Operations
  Electronic Claims Coordinator
  1011 Boulder Spring Drive Suite 350
  Richmond, VA 23235
- E-mail: Virginia.edisupport@acs-inc.com
- Telephone: (866)352-0766
- Fax: (888)335-8460

PROVIDER ENROLLMENT UNIT

- Mailing Address:
  ACS Provider Enrollment Unit
  P. O. Box 26803
  Richmond, VA 23261-6803
- Telephone: (888) 829-5373
- Fax: (888) 335-8476

ARS WEB CALL CENTER

- Telephone: (866) 352-0496

DMAS

- DMAS Provider Helpline: (800) 552-8627
- DMAS Medallion: (800) 643-2273