

Provider Notice

On April 4th, the Medicaid Enterprise System (MES) and Provider Services Solution (PRSS) portal launched to allow providers to submit their enrollment applications with Virginia Medicaid as well as update demographics, including mailing addresses, phone numbers, etc. As outlined in the March 31st provider communication “DMAS transition to MES”, Magellan will no longer accept new provider enrollments, request recredentialing information or permit updates to service and/or demographic data for providers participating or requesting participation in Virginia Medicaid. **Providers must now use the MES PRSS portal for these functions.**

Magellan will receive provider data directly from DMAS to load into our systems, **which means it is critical for providers to review their data in MES PRSS for accuracy and make necessary updates. Incorrect information may result in delays in authorizations and claims payment.**

Providers can access the [MES Public Portal](#) to login and view information. If you did not receive MES PRSS provider portal credentials and you are the designated primary account holder (PAH) for your organization, please submit a PAH update form using the new PAH request form. [You can download from here](#). The Provider FAQs can also be accessed [here](#) for answers to commonly asked questions by providers and other users.

If you have additional questions about the form or your portal account access, please contact the PRSS help desk at 888-829-5373.

Additionally, providers can access DMAS provider manuals and memos on the MES Public Portal.

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