

**Aetna Better Health® of Virginia**

9881 Mayland Drive  
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## **AETNA BETTER HEALTH® OF VIRGINIA**

*Update: The Provider Services Solution (PRSS)*

**You have been identified to enroll with DMAS via the PRSS Provider Portal in 2022. Enrolling timely will help avoid potential payment disruptions on future remittances.**

In April 2022, the Virginia Department of Medical Assistance Services (DMAS) launched a portal to manage provider enrollment, the Provider Services Solution (PRSS). This portal, located on the Medicaid Enterprise System website, provides a one stop shop to complete enrollment and maintain network provider details for all Medicaid providers.

**All Medicaid providers must enroll through PRSS to satisfy and comply with federal requirements of the 21st Century Cures Act.** Network providers currently enrolled as fee-for-service in Medicaid do not have to re-enroll in PRSS.



Start enrollment through the new PRSS enrollment wizard. Type **virginia.hppcloud.com** in your web browser to get started. Only one enrollment application is necessary in PRSS. The application process allows for selection of multiple MCO plans. Once approved, your

PRSS portal online account will be used to revalidate enrollment, make changes to personal or business information, and check member eligibility.

Find helpful training resources: [vamedicaid.dmas.virginia.gov/training/providers](https://vamedicaid.dmas.virginia.gov/training/providers)

### **Questions?**

Contact the PRSS Provider Enrollment Helpline at **804-270-5105** or **1-888-829-5373** or email Provider Enrollment at [VAMedicaidProviderEnrollment@GainwellTechnologies.com](mailto:VAMedicaidProviderEnrollment@GainwellTechnologies.com).

For questions related to non-enrollment, please contact Aetna Better Health at **1-800-279-1878** (TTY: **711**).

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