



January 1, 2023

**Dear Participating Network Provider,**

We are writing to remind you that Cardinal Care is Virginia Medicaid's new name for all health coverage programs for all Medicaid members. This new name and brand will begin on January 1, 2023. The goal of Cardinal Care is to create a clearer, straighter path to care for all Medicaid members.

As a reminder the Department of Medical Assistance Services (DMAS) launched a new portal to manage provider enrollment – the Provider Services Solution (PRSS). Medicaid providers will use the PRSS portal, located on the Medicaid Enterprise System (MES) website, to complete enrollment and maintenance processes. This platform will be more efficient and make it easier for you to access the information you need as a Medicaid provider. **All Medicaid managed care network providers must enroll through PRSS to satisfy and comply with federal requirements in the 21st Century Cures Act.**

Network providers that are currently enrolled as FFS in Medicaid do not have to re-enroll in PRSS. As a UnitedHealthcare Community Plan of Virginia participating provider, you will need to initiate enrollment through the new PRSS enrollment wizard, located here: [virginia.hppcloud.com/](http://virginia.hppcloud.com/). Go to “Enroll as a new provider or check your enrollment status.” Only one enrollment application is necessary in PRSS, even if you participate with more than one MCO.

**Please Note: The application process allows for selection of one or more MCO plans. Once approved, providers will need to create a PRSS portal online account to revalidate their enrollment, make changes to personal or business information and check member eligibility. You may be asked to provide evidence of your submission.**

Some members have received a new ID card with the new Cardinal Care logo. Members may continue to receive newly branded ID cards until March 2023. Some members who are in fee-for-service may not receive a new card and will continue to use their current blue-and-white Medicaid card. **All members may continue to use their current card unless they receive a new card.**

To view sample Cardinal Care Member ID cards visit the **Provider Announcements** section at [Welcome Virginia \(providerexpress.com\)](http://Welcome Virginia (providerexpress.com))

Sincerely

Optum Behavioral Health  
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