

## Important Notice – Transition out of Virginia Medicaid

Dear Valued Provider Partner:

We regret to share this very unfortunate news with our provider community.

Effective July 1, 2025, Molina Healthcare of Virginia's Cardinal Care contract with the Department of Medical Assistance Services (DMAS) will not be renewed.

Medicaid members enrolled with Molina will be transitioned to Humana and those in foster care will be moving to the foster care specialty plan administered by Anthem HealthKeepers Plus, unless the member selects another plan. We ask that you ensure your information is updated with the new MCOs so members are aware it is possible to continue receiving your services. Please verify member eligibility before you render any service by logging onto the Virginia Provider web portal at <https://vamedicaid.dmas.virginia.gov> or by contacting the provider helpline at **(800) 552-8627**. We understand that this news may be unsettling, and we want to emphasize our unwavering commitment to fully support you during this transition.

**Despite the changes ahead, we will maintain our standard operational procedures to ensure minimal disruption for our valued providers.**

To that end, we kindly ask that you continue to adhere to all current authorization policies and procedures. Additionally, ensuring the timely submission of your claims is crucial for a seamless transition. Your cooperation in these matters is greatly appreciated and will help us to provide the best possible support during this time. Molina will be providing additional details regarding the transition in the coming months.

Thank you for your understanding and for your continued dedication to providing excellent care to our members, your patients.

Should you have any questions or require further assistance, please do not hesitate to contact your local Provider Services representatives or contact Molina Provider Services at: 800-424-4518.

Sincerely,

Molina Healthcare of Virginia, Inc.