



Screening Connections

Community Based Team Focus

June 11, 2024

Office of Community Living (OCL)

VIRGINIA'S MEDICAID PROGRAM

DMAS



Everybody can
be great
because
everybody can
serve!

Martin Luther
King Jr.

Logistics

- Post your questions for today's session in the **Chat box**.
- Click the "Chat" bubble icon at the top of the screen to maximize the Chat feature.



Today's Agenda:



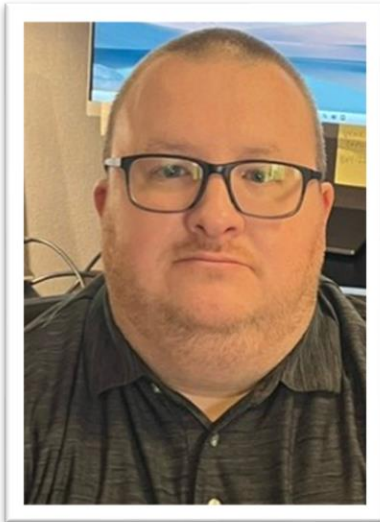
IMPORTANT UPDATES



**QUESTION AND ANSWER
PERIOD**

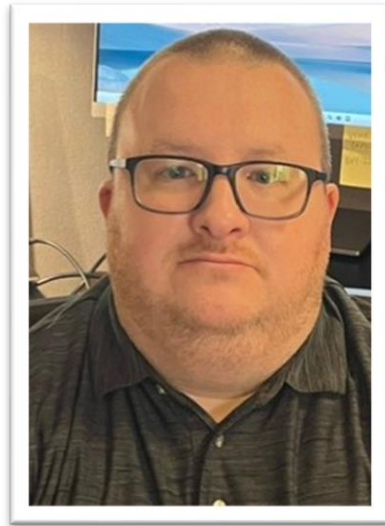
Update:

WELCOME OUR NEW SUPERVISOR

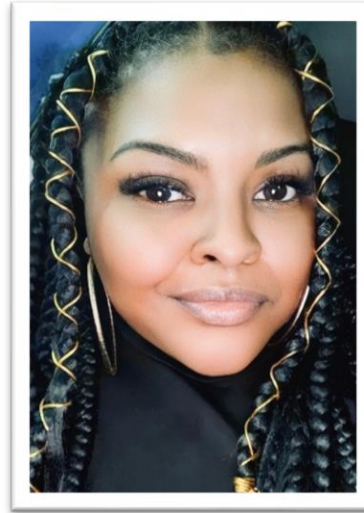


The DMAS Office of Community Living (OCL) has a new LTSS Screening Supervisor Ryan Fines.

- We would like to welcome Ryan Fines as the new LTSS Screening Supervisor. Ryan has a Masters in Public Health and a Bachelor's in Healthcare Administration with a minor concentration in Emergency Management. He comes from DMAS Integrated Care Division where he was on the Contract Monitoring Team working with folks on the waiver population, NF, and handling appeals.
- He has previous experience as a Care Manager working with both the Waiver Population and Nursing Facilities.
- Fun fact about Ryan-He has been involved in Fire & EMS for over 25 years now serving in both volunteer and professional roles as well as educating.



Ryan Fines
LTSS Screening Supervisor



Ivy Young
Technical Assistance for
Screening Assistance Mailbox,
Screening Connections Webex,
& Communications



Dena Schall
Technical Assistance for
Screening Assistance Mailbox
and eMLS

DMAS Office of Community Living (OCL) LTSS Screening Program Staff

Send all LTSS Screening Questions to ScreeningAssistance@dmas.virginia.gov

Today's Screening Team Focus: Community Based Team

*Presented by Dena Schall, LTSS
Screening Unit*



Update:



LTSS Screening Connection Call Changes

Connection Calls will now be held quarterly

- March, June, September and December
- 3pm to 4:30pm

There will be a scheduled call for each LTSS Screening Team in these months

- Community Based Teams, Hospital Teams, and Nursing Facility Screening Teams

We will be sending out a survey to gather more information about your Screening Teams availability and feedback.

Update:



LTSS Screening Connection Call Changes

2024				
<u>SCREENING TEAM TYPE</u>	<u>QUARTER 1</u>	<u>QUARTER 2</u>	<u>QUARTER 3</u>	<u>QUARTER 4</u>
Community Based Teams (CBTs)	March	June 11, 2024	September 10, 2024	December 10, 2024
Hospitals	March	June 12, 2024	September 11, 2024	December 11, 2024
Nursing Facilities	March	June 13, 2024	September 12, 2024	December 12, 2024

Update:



Next LTSS Screening Connection Calls

- **Community Based Team: Tuesday September 10, 2024**
- **Hospital Team: Wednesday, September 11, 2024**
- **Nursing Facility Team: Thursday, September 12, 2024**

Update:

Updated Health Plan-MCO Contact and Fax Numbers for Referral Process

On the MES Homepage

LTSS Screening Team MCO Contact Numbers

Cardinal Care Health Plan	FAX Number for Screening Documents	Care Management Phone Number
Aetna Better Health of Virginia	844-459-6680	855-652-8249 Ask for Case Management Members 1-800-279-1878
Anthem <u>HealthKeepers Plus</u>	844-471-7937	Members 1-800-901-0020
Molina Healthcare	800-614-7934	800-424-4524 Members 1-800-424-4518
Sentara Health Plans	844-552-7508	866-546-7924 or 757-552-8398 Members 1-800-881-2166
United Healthcare Community Plan	855-770-7088	Providers 877-843-4366 Members 1-844-752-9434

For individuals enrolled in the Cardinal Care Managed Care program, the health plan is responsible for submitting the DMAS-225 to the LDSS benefits program (eligibility section) once services are initiated for the individual. For FFS for NF, CCC Plus Waiver and PACE, the direct service provider is responsible for notifying the LDSS eligibility section via a DMAS-225 that services have been initiated for the individual.

Update:



NEW Enrollment Member Correction Form on the MES Homepage

For demographic corrections, all Enrollment Member Corrections Forms are to be sent to PatientPay@dmas.virginia.gov

- EMAIL Subject Line should read: **LTSS Screening Member Information Change Request**
- Allow at least **14 Business days** for all Corrections
- Once the change has been completed by the Enrollment Division, it can take up to **48 hours** for the information to show up in the Medicaid System.
- **The Screener must return to eMLS and CANCEL or VOID/DELETE the original Screening with the wrong information, then re-start a new Screening for the corrected information to auto-populate into the form.**
- **Make sure to use all the same dates that was in the original Screening (request, screening, and Screener/Physician signature dates).**
- The eMLS system **DOES NOT** automatically correct the Screening with the new information.
- Instructions are written on the form.

All forms must be completely filled out or they will get sent back.

Update:



Download New Form from MES Homepage

DMAS LTSS SCREENING CHANGE TO MEMBER INFORMATION REQUEST FORM

It is essential that all Medicaid records for an individual match. When the records match, the LTSS Screening links to the individual's appropriate Medicaid record in the Medicaid System allowing the existence of an approved LTSS screening to be confirmed for enrollment. If the demographics do not match, the records may not link correctly, and the individual seeking LTSS could be denied services.

Member enrollment change requests are made when there is an error in one of the following key demographic fields in eMLS:

NAME, SSN, MEDICAID ID, DOB, GENDER, RACE, or a DOD error message.

These errors occur either by auto-fill in the demographic fields while starting a Screening OR when the Screener makes an error manually and processes the Screening (Accepted Status) with the incorrect information.

To resolve these problems, this form must be completed and submitted to:

PatientPay@dmas.virginia.gov

Please label email with the following subject line:

LTSS Screening Member Information Change Request

Allow at least 14 business days for all corrections.

Changes to the Medicaid record must be researched and confirmed to be appropriate. PLEASE do NOT send multiple change requests for the same person or repeatedly email the enrollment office or screening assistance.

Once DMAS Enrollment has researched and made changes to the Medicaid record, you will be notified. Once notified you must wait an additional 48 hours for these changes to be reflected in the eMLS system. After 48 hours you must return to eMLS, CANCEL the newly started screenings that auto filled or VOID/DELETE for processed screenings and then re-enter all the screening information and resubmit. If applicable, use all the original screening dates including original signature dates.

The Enrollment office can only address and make changes to the key demographic information. Please DO NOT send any other type of question to DMAS Enrollment. Other questions should go to ScreeningAssistance@dmas.virginia.gov.

It is essential you fully and accurately complete this form, as applicable, for all Medicaid record change requests.

Revised 11.28.2023

DMAS LTSS SCREENING CHANGE TO MEMBER INFORMATION REQUEST FORM

Submission Date of this Form to Enrollment: _____

LTSS SCREENER INFORMATION: Please print or type.

Name: _____ Contact information (phone and email): _____

Full Name of Agency, Hospital, or Nursing Facility (please do not use initials): _____

LTSS Screening Number: _____ Date of Screening: _____

REQUIRED INDIVIDUAL INFORMATION:

Correct Name _____ Correct DOB _____

Correct SSN _____ Correct Medicaid ID _____

Please check all that apply: Auto fill is Incorrect Error Made by Screener

<input type="radio"/> Incorrect Name	<input type="radio"/> Incorrect Date of Birth	<input type="radio"/> Incorrect Gender
<input type="radio"/> Incorrect Social Security Number	<input type="radio"/> Incorrect Date of Death	<input type="radio"/> Race:

*How have you verified the correct information, please explain (ex. Used social security card, driver's license, etc.)? This area **MUST** be completed.

Please note that ALL name changes **MUST** match with the individual's Social Security card. If the SS card is wrong the individual **MUST** contact the SS Administration before any Medicaid record can be corrected. It is not required to send a copy of the individual's social security card with this form, but it can expedite the process if you do so.

For items needing correction: Please list the wrong information entered or auto filled and the correction needed.

Name of Individual	Wrong:	Correct:
Date of Birth	Wrong:	Correct:
Gender	Wrong:	Correct:
Race:	Wrong:	Correct:
Social Security Number:	Wrong:	Correct:
Medicaid Number:	Wrong:	Correct:

Comments: _____

Return this Form as an Attachment to DMAS Enrollment at **PatientPay@dmas.virginia.gov**

Revised 11.28.2023

Update:



Downloadable Forms and Documents on the MES Homepage

mES

PROVIDER HOME

- [MCO Provider](#)
- [Provider Training](#)
- [Provider Contacts/Resources](#)
- [Provider FAQ](#)
- [Popular Downloads](#)
- [Manuals Library](#)
- [Memos/Bulletins Library](#)
- [MES Forms Library](#)
- [CRMS Training](#)
- [CRMS Resources](#)
- [Claims & Billing](#)
- [EDI Resources](#)
- [EPS Resources](#)
- [Login/Password Help](#)

Care Management CRMS

Care Management, called CRMS, streamlines and standardizes the information exchange among MCOs and DMAS business areas through Member Transition Records.

CRMS maintains a comprehensive set of health records, created and maintained for behavioral health and Long Term Care using eMLS, PACE and LOCERI web applications.

Looking for CRMS training? Check out our [new CRMS training area](#), where you can learn the latest about LOCERI, PACE and eMLS.

Search the MES Public Portal:

ENHANCED BY Google

Downloadable forms and documents:

- [DMAS LTSS Screeners Change to Member Information Correction Form \(PDF\)](#)
- [Health Plan-MCO Contact and Fax number document for the LTSS Screening](#)
- [Updated eMLS Offline Screening Upload Form to be Used After October 13, 2022](#)

Please use the new *eMLS Offline Screening Upload form* when uploading into CRMS-eMLS. The new form is located here: <https://vamedicaid.dmas.virginia.gov/sites/default/files/2022-09/eMLS-Offline-Form-Template.xls>

Please note: If the old form is used - the submission *will be denied* by the CRMS-eMLS application.

<https://vamedicaid.dmas.virginia.gov/crms>

New Enrollment Correction Form

New Health Plan Fax Numbers

Reminder:



Screener Electronic Signature and Title on the DMAS 96 in eMLS

- Please make sure to note if you are a RN or SW, etc. in the title field.

This authorization is appropriate to adequately meet the individual's needs and assures that all other resources have been explored prior to Medicaid authorization for this member.

By checking this box and entering your certification number below as the screener 1, you attest that this authorization is appropriate to adequately meet the individual's needs and assures that this member. Any person who knowingly submits this form containing any misinterpretation or any false, incomplete or misleading information may be guilty of a criminal act punishable under

Screener 1 Certification Details:

Certification Number *	Last Name *	First Name *
[REDACTED]	[REDACTED]	
Title *	Phone *	Email *
SOCIAL WORKER		

By checking this box and entering your certification number below as the screener 2, you attest that this authorization is appropriate to adequately meet the individual's needs and assures that this member. Any person who knowingly submits this form containing any misinterpretation or any false, incomplete or misleading information may be guilty of a criminal act punishable under

Screener 2 Certification Details:

Certification Number	Last Name	First Name
Title	Phone	Email

By checking this box and entering your name as the Physician below, you attest that this authorization is appropriate to adequately meet the individual's needs and assures that all other resour. Any person who knowingly submits this form containing any misinterpretation or any false, incomplete or misleading information may be guilty of a criminal act punishable under law and may

Physician Certification Details:

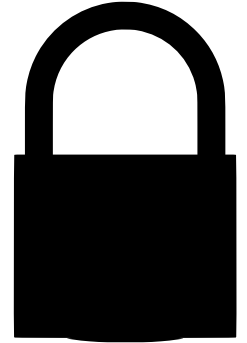
Certification Number *	Last Name *	First Name *
	[REDACTED]	
Title	Verified Date *	
	01/25/2022	

Reminder:



PROTECTED HEALTH INFORMATION AND ENCRYPTION

- Do not put the full Name of the individual, Medicaid Number, Social Security Number, or Screening Numbers in the subject line of your emails to Screening Assistance.
- Make sure to encrypt your messages that have personal information in them.
- Put all identifying information in the body of your encrypted email. For the subject line, you can put the topic and individuals' initials if you need to.



Big Update:



General Assembly House Bills 2024 Session: Passed

House Bill 729 PACE programs; long-term services and support screening.

- Allows qualified staff of programs of all-inclusive care for the elderly (PACE) to conduct the required long-term services and supports screening in accordance with requirements established by the Department of Medical Assistance Services.

House Bill 291 Long-term services and supports screening; expedited screening and screening exemption.

- Modifies existing provisions regarding the required long-term services and supports screening under the state plan for medical assistance services by creating greater flexibility for how screenings are completed under certain circumstances.

DMAS Memos/Bulletins have been released.

Virginia's Legislative Information System
<https://lis.virginia.gov/lis.htm>

Reminder:



Bulletins and Memos can be found on the MES Home Page in the Provider Menu at:

<https://vamedicaid.dmas.virginia.gov/>

The screenshot shows the MES Public Portal website. At the top, it says "MES Public Portal - Department of Medical Assistance Services" and "An official website of the Commonwealth of Virginia". The main navigation bar includes "Appeals", "CRMS", "EDI", "EPS", "MES Training", and "Providers". On the left, the "Provider Menu" is displayed with a list of links: "PROVIDER HOME", "MCO Provider", "Provider Training", "CRMS Resources", "CRMS Training", "Provider FAQ", "Popular Downloads", "Manuals Library", "Memos/Bulletins Library" (circled in red), "MES Forms Library", "EDI Resources", "EPS Resources", and "Login/Password Help". A red arrow points from the word "Forms" to the "MES Forms Library" link. The main content area features a "Provider Resources" header with a photo of a doctor and a welcome message: "Welcome to the MES Provider Resource area! This is the new location for Provider information and resources. The information resources on the legacy Medicaid portal are no longer available, but don't worry - we've got you covered! Links to all of the Medicaid Memos, Bulletins, Forms and Manuals have been updated and are available below. MES will continue to provide the same resources you need to get your job done, and help provide for our Members' health care. We've just finished converting all of our Provider Manuals to PDF, for easier selection and downloading - give it a try." Below this is a search engine section: "Try our new MES search engine:" with a search box labeled "ENHANCED BY Google" and a search button. At the bottom, there is a "What is MES?" section with a brief description of the Medicaid Enterprise System (MES).

Designate someone on your team to check periodically for new Bulletins and Memos that may provide updates on the LTSS Screening Process.

Big Update



House Bill 729 PACE programs; long-term services and support screening.

How does this impact the Community Based Team:

- When the community-based teams are unable to complete the screening within 30 days and/or the individual has requested enrollment in a PACE program, the CBT can make a referral to the local PACE site to conduct the LTSS Screening.
- The intention is for PACE sites to take referrals for individuals who are interested in PACE.

Big Update



House Bill 291 Long-term services and supports screening; expedited screening and screening exemption

How does this impact the Community Based Team:

- When Medicaid members residing in the community are in imminent need of nursing facility placement and the community-based screening team cannot conduct the screening within 30 days of the screening request, the nursing facility may collaborate with the community-based team to determine which entity can conduct the screening most expeditiously. The nursing facility must document the agreement for the nursing facility to conduct the screening in their records.

Update

Changes to current practices:



- CBT Screeners will no longer have to go into the Custodial NF and conduct a LTSS Screening on individuals who do not have one before discharge back into the community. Their NF Team can now conduct them.
- You may still have to do them for those NON-MEDICAID Nursing Facilities and other rare circumstances with DMAS approval.

Overview of Other Team Changes



Does not impact the CBT directly:

- Hospitals will not longer be conducting LTSS Screenings on individuals discharging to the Skilled Nursing Facility.
- Hospitals will continue to conduct Screenings on individuals who are inpatient, have Medicaid or Medicaid Pending, and are discharging to the Long-Term Custodial NF **or** discharging home with a need or interest in the CCC Plus Waiver or PACE.
- Nursing Facilities will now be conducting LTSS Screenings on individuals who are in their Skilled Nursing Facility and are transitioning to the Long-Term Custodial NF **or** discharging home with a need or interest in the CCC Plus Waiver or PACE.
- When LTSS Screenings are not obtained or conducted per the guidelines for admission or transition to Medicaid Long-Term Custodial NF there are special instructions for a path to payment with a 6-month Penalty.

Resources



Reminder:

Health Plan

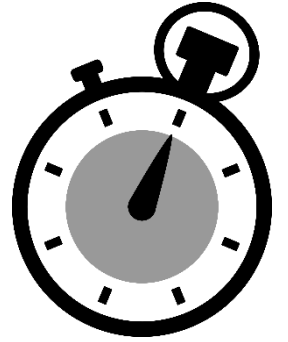
If the individual is in a **Medicaid Health Plan**, then contact the Health Plan for assistance in checking for Validity of the LTSS Screening.

Once you have contacted the Health Plan, if you have continued deputed contact:
cccplus@dmas.virginia.gov

Fee For Service

If the individual is Fee For Service or is not in a Medicaid Health Plan, then contact the DMAS LTSS Screening Unit at:
ScreeningAssistance@dmas.virginia.gov

Current Screening Timelines:



- Individuals who have a screening conducted have 1 year of the date of the physician's signature to enroll in CCC Plus Waiver, PACE or Custodial Nursing Facility care.
- Screenings completed prior to a discharge from a SNF for persons who are enrolled into Medicaid while in the SNF, including health plans and FFS, have **180 days** post SNF discharge to enroll in the CCC Plus Waiver or PACE or a new LTSS Screening is required. If the individual is not a Medicaid member (non-Medicaid) at SNF discharge, the person has one year from the date of physician's signature on the screening to be enrolled in LTSS. After a year, a new LTSS Screening is required.
- Once an individual is ENROLLED in CCC Plus Waiver, PACE or NF, a screening does NOT expire or need to be updated as long as the individual continues to receive Medicaid LTSS.
- Individuals are allowed **180 days** to transition between providers. After **180 days** the individual must re-apply for Medicaid LTSS and a new screening is required.
- If the individual is terminated because they didn't meet NF LOC requirements, then the individual would need a new LTSS Screening to reapply for Medicaid LTSS.
- When in doubt, screen the individual.

Connection Call PowerPoints

Posted on the DMAS Website Under the Provider Tab:

Long Term Care:

<https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/>

SCREENING FOR LTSS

Look down the page for Screening Connection call information

The screenshot shows the Virginia Medicaid website interface. At the top, there is a navigation bar with the following items: "Applicants", "Members", "Providers", "Appeals", "COVID-19", "Open Data", and "About Us". A red arrow points to the "Providers" tab. Below the navigation bar is a large banner image of a man in a plaid shirt. Overlaid on the banner is the text "Programs and Initiatives" with a red arrow pointing to it, and a list of programs: "Electronic Visit Verification, Program of All-Inclusive Care, Civil Monetary Penalty, Screening". Below the banner is a section titled "Resources - Programs and Initiatives" which contains four cards. A red arrow points to the "Screening" card. The cards are:

- Electronic Visit Verification**: The federal 21st Century CURES Act of 2016 requires states to implement Electronic Visit Verification (EVV).
- Program of All-Inclusive Care**: PACE helps adults ages 55+ who are living with chronic health care needs and/or disabilities to receive community-based services and support.
- Civil Monetary Penalty**: Civil Monetary Penalty (CMP) funds help improve the quality of life for individuals residing in Nursing Facilities within the Commonwealth.
- Screening**: Screening ensures Medicaid-eligible individuals, and those who will become eligible for Medicaid within six months, meet the required level of care criteria.

Need a Refresher?

VCU Medicaid LTSS Screening Training

at: <https://medicaidltss.partnership.vcu.edu/login>

- Log-in Using your email address and created password
- To Access the Training Modules go to helpful Links – eLearning Modules

The screenshot shows the login page for the VCU Medicaid LTSS Screening Training. The page has a purple header with the VCU logo and the text "VIRGINIA COMMONWEALTH UNIVERSITY". Below the header, there is a navigation bar with "Menu", "Medicaid Long-Term Services and Supports (LTSS) Screening Training", "Login", and "Register". The main content area contains a login form with the following elements:

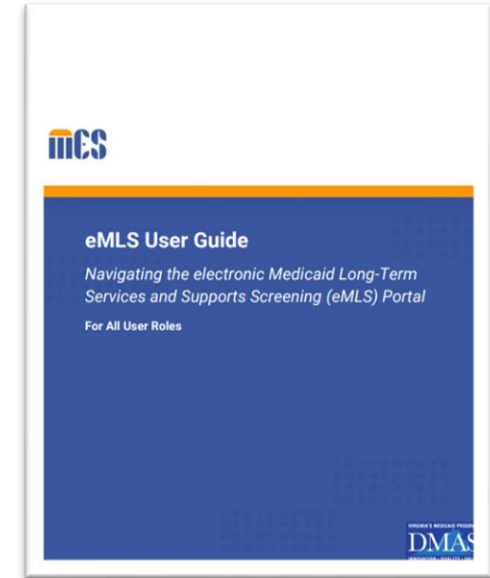
- A breadcrumb trail: "Dashboard / Login"
- A "Login" button highlighted in yellow.
- An "Email address" input field.
- A "Password" input field.
- A "Remember me" checkbox.
- A "Login" button and a "Forgot Your Password?" link.

The footer contains the following information:

- Virginia Commonwealth University
Partnership for People with Disabilities
School of Education
700 East Franklin Street
- Helpful links
 - eLearning Modules (highlighted with a yellow arrow)
 - Partners
 - Feedback

Use eMLS User Guide and Training

- Access, System Requirements, User Access Roles, and Logging In
- Navigation and Functions of System
- Error Message Meaning
- Searching of an Existing Screening
- Data Entry and Submission of New Electronic LTSS Screenings
- Screening Status and Watermarks
- Voiding and Corrections of Existing Screenings
- Printing Screenings
- Uploading and Downloading the P-98 offline form
- And many more concepts

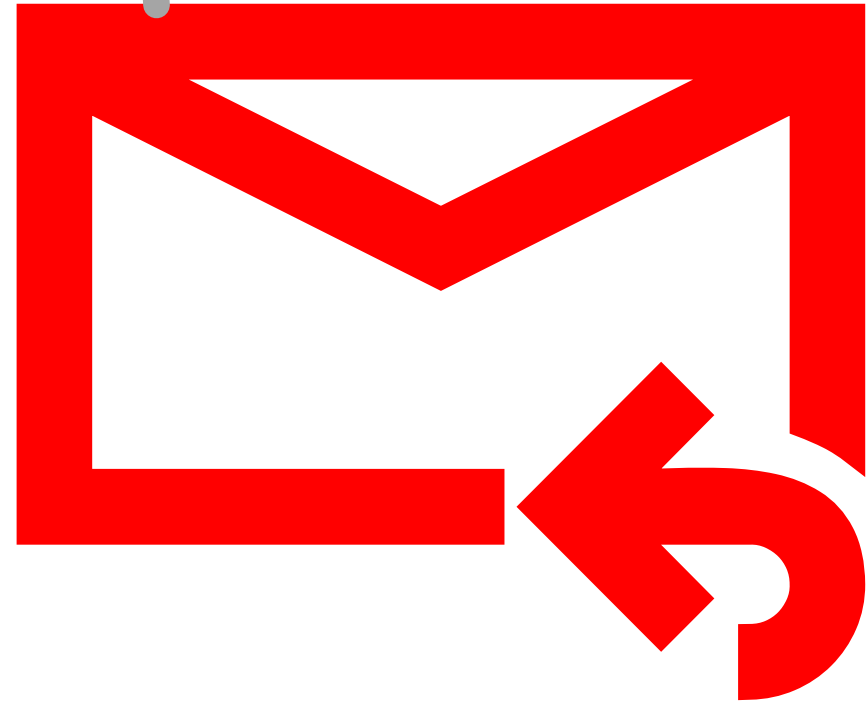


<https://vamedicaid.dmas.virginia.gov/training/crms>

Complete courses, CRMS-101,103,104,106, & download the e-MLS User Guide

Need Help?

- Questions about the LTSS Screening process, policy or requests for copies of screenings go to:
ScreeningAssistance@dmas.Virginia.gov
- Questions about MES (computer system issues) , CRMS, eMLS go to:
MES-Assist@dmas.Virginia.gov
- All technical questions about accessing the Medicaid LTSS Screening Training go to VCU: ppdtechhelp@vcu.edu



Connection Call Schedule and Team Focus

2024				
<u>SCREENING TEAM TYPE</u>	<u>QUARTER 1</u>	<u>QUARTER 2</u>	<u>QUARTER 3</u>	<u>QUARTER 4</u>
Community Based Teams (CBTs)	March	June	September 10, 2024	December 10, 2024
Hospitals	March	June 12, 2024	September 11, 2024	December 11, 2024
Nursing Facilities	March	June 13, 2024	September 12, 2024	December 12, 2024

SHARE INFORMATION WITH YOUR TEAM

- Other Screeners
- Supervisors
- Managers
- Directors

SHARE



SAVE
— the —
DATE

Next Call:

Community Based Team
Tuesday, September 10, 2024



Question and Answer Time