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Service Authorization Process for EPSDT PDN (Private Duty Nursing) Revised 9-8-2023



Meet Our Company



With over six decades of combined experience, CNSI and Acentra Health have **come together to become:**

Our purpose is to accelerate better health outcomes through quality healthcare

Our vision is to be the vital partner for healthcare solutions in the public sector

Our mission is to continually innovate solutions that deliver maximum value and impact to those we serve



Acentra Health Overview



Founded

Acentra Health was formed following the merger of CNSI and Acentra Health



Employees

Skilled clinicians, technology experts, and industry leaders



States

Serve 45 state agencies and 5 federal agencies

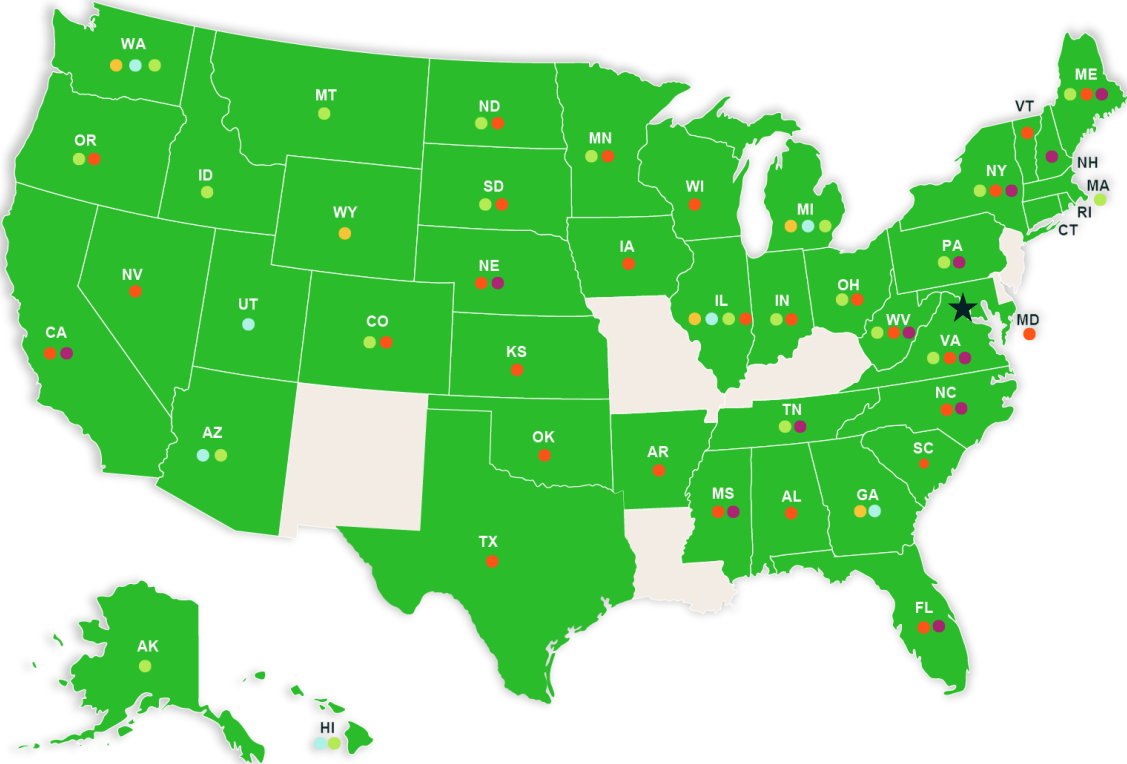


Locations

Headquartered in McLean, VA with 32 total company locations nationwide and a location in India

★ U.S. federal agencies we are partnered with:

- Centers for Medicare & Medicaid Services
- Department of Health & Human Services
- Department of Health Resources & Services Administration
- Department of Labor
- Department of Veterans Affairs



- STATE CLIENTS
- PROVIDER
- CARE MANAGEMENT
- CORE CLAIMS
- QUALITY OVERSIGHT
- ASSESSMENTS & CLINICAL ELIGIBILITY



Addressing Industry Challenges



Rising Health Costs

attributed to the aging population, chronic disease, antiquated systems, and rising administrative and service costs

Lack of Data Sharing

and transparency within the industry that affects individuals, care plans, and health outcomes

Fragmented Care

is a barrier to true, whole-person integrated care

Health Inequity

impact on individuals when socioeconomic factors are not considered in patient care plans



Provider Manual/Medicaid Memorandums

- DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS Web Portal at <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/>.
- This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda.
- The Internet is the most efficient means to receive and review current provider information.
- If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting: Direct Mail Works at 1-804-303-1442. A fee will be charged for the printing and mailing of the manual updates that are requested.



Resources For Submitting Service Authorization

- Acentra Health Website: <https://dmas.kepro.com>
- DMAS Web portal: <https://www.viriniamedicaid.dmas.virginia.gov/wps/portal>.
- For any questions regarding the submission of Service Authorization requests please contact Acentra Health at 888-827-2884 or 804-622-8900.



ESPDT Private Duty Nursing Service Overview

Private duty nursing is continuous medically necessary nursing provided for an individual. Private duty nursing agencies provide professional nursing services to individuals in a home or community-based setting. Private duty nursing must be provided by a registered nurse (RN) or licensed practical nurse (LPN) employed by a DMAS-enrolled private duty nursing provider.

Congregate Private Duty Nursing (G0493, G0494): Congregate private duty nursing is provided by one nurse when more than one individual who requires private duty nursing resides in the same home.

Individual Private Duty Nursing (S9123, S9124): Individual Private Duty Nursing (PDN) service means nursing services that are provided by a Registered Nurse (RN) or Licensed Practical Nurses (LPN) to one individual and are designed to provide the individual continuous nursing care.



Criteria and Timeliness

The EPSDT Medical Needs Assessment form will determine the medical necessity for EPSDT nursing for a total day's duration. There are five levels of nursing care. Nursing needs of the individual indicate the type and complexity of care.

The levels of private duty nursing care are defined as:

- A Score (1-6) points Maximum nursing (Individual Consideration up to 8 hrs / day)
- B Score (7-22) points Maximum nursing 8 hrs / day
- C Score (23-36) points Maximum nursing 12 hrs / day
- D Score (37-49) points Maximum nursing 16 hrs / day
- E Score (50 or more) points Maximum nursing (Individual Consideration)

Timeliness

Initial Authorization requests for EPSDT Private Duty Nursing must be submitted at least 10 days, but no more than 30 days prior to the requested service start or renewal date.

For continuation (renewal) of care, the request must be submitted at least 10 days prior to the end date of the current authorized period.

Where the member's emergency needs necessitate an authorization request submitted after services have begun (ex: new first request for a member), retro authorization will be considered for up to 10 days prior to the acceptance of the initial request for services, or in the case of retroactive Medicaid eligibility.



Requests (New and Continuation)

New Requests

- Signed and dated DMAS-62 form by the physician, physician's assistant, or certified nurse practitioner.
- Home Health Certification and Plan of Care (use the CMS 485 or equivalent to meet documentation requirements) signed and dated by the physician
- New PDN service requests, must include but is not limited to discharge summaries and/or the last three (3) physician visit summaries (primary or specialty care).

Continuation Requests

- DMAS-62 - Medical Needs Assessment Form (a new DMAS-62 is required every 6 months) signed and dated by the physician, physician's assistant, or certified nurse practitioner.
- Home Health Certification and Plan of Care (may use the CMS 485 or equivalent to meet documentation requirements) signed and dated by the ordering physician who is most familiar with the care needs of the individual. The CMS 485 must be reviewed and updated by the ordering physician with each continuation request.
- The Home Health Certification and Plan of Care must contain the individual's Medicaid ID number, provider number, and documentation that reflects the nursing care as described in the Medical Needs Assessment (DMAS-62) form.
- Service reauthorizations/renewals, and documentation of the services rendered over a two (2) week period of care must be submitted. This includes nursing notes for PDN reauthorization



Submitting a Request via Atrezzo Next Generation (ANG)

- Registration is required. User login and password is given once successful registration occurs
- Information may be found by going to the Acentra Health website at: <https://dmas.kepro.com>.
- For questions call 1-888-827-2884 or email at: ProviderIssues@kepro.com or Atrezzo Next Generation (ANG) Next Generation (ANG) issues@kepro.com.



To Appeal an Acentra Health Decision

- Appeals are to be submitted in writing to:
 - Director Appeals Division
- Department of Medical Assistance Services
 - 600 East Broad Street, 6th Floor
 - Richmond, VA 23219
- Additional information can be found in the DMAS Provider Manuals.



DMAS Helpline Information and Resources

- The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays.
- Acentra Health Website: <https://dmas.kepro.com>
- DMAS web portal: <https://www.viriniamedicaid.dmas.virginia.gov>
- For any questions regarding the submission of Service Authorization requests, please contact Acentra Health at 888-827-2884 or 804-622-8900.
- For claims or general provider questions, please contact the DMAS Provider Helpline @ 800-552-8627 or 804-786-6273.



THANK YOU

Acentra

HEALTH

Accelerating
Better Outcomes