

Long Term Services and Supports (LTSS) Demographic Correction Portal (DCP) Frequently Asked Questions

Long Term Services and Supports (LTSS) Demographic Correction Portal (DCP), Accessed through the MES Portal Frequently Asked Questions

This document highlights important FAQs for the Demographic Correction Portal (DCP)

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1 FAQs

1.1 General Questions

How do I access the LTSS Demographic Correction Portal (DCP) application as an Assigner/Reviewer?

The new LTSS Demographic Correction Portal (DCP) application can be accessed through the following link: <https://vamedicaid.dmas.virginia.gov> using MES credentials that allow Assigners/Reviewers access to Internal User/MMIS home page or Requestors access to PRSS Portal.

1.2 DCP Menu

What users have access to the LTSS Demographic Correction Portal (DCP)?

For Approvers/Reviewers, only DMAS users that exist on the ACF2 Profile Table with a valid/active E6 code will see the CCP tab used to access the LTSS Demographic Portal (DCP). All other users will see the existing Internal User/MMIS home page.

For Requestors, only PRSS portal users with the EMLS_CREATOR security role will see the new LTSS Demographic Portal (DCP) option in the menu list.

What LTSS DCP options are available to DMAS users that are a designated assigner?

DMAS users identified as assigners with the LTSS Role will see the following:

Coverage Correction home page – with 2 options–

- LTSS Demographic Correction Portal (CCP) Status Tracking
- Assigner-Reviewer Maintenance

Note: Assigners with CCF or PPCF roles will see additional corresponding options.

What LTSS DCP options are available to DMAS users that are a designated reviewer?

DMAS users identified as reviewers will see the following:

Coverage Correction home page – with 1 option –

- LTSS Demographic Correction Portal (DCP) Status Tracking

What LTSS DCP options are available to other DMAS users (that are not a designated reviewer or assigner)?

All other DMAS users will not see the LTSS Demographic Correction Form or the LTSS Demographic Correction Portal Status Tracking links.

Long Term Services and Supports (LTSS) Demographic Correction Portal (DCP) Frequently Asked Questions

1.3 LTSS Demographic Correction Form (LTSSDCF)

What is the LTSS Demographic Correction Form (LTSSDCF) used for?

The LTSSDCF will be available to all Requestors DMAS Assigners and Reviewers will be assigning, reviewing and completing the forms once submitted.

This screen will be used to request that DMAS correct the member's demographic information in the MMIS.

General Form Notes:

- Complete a separate form for each member in need of correction.

Note: For detailed form instructions, see the LTSSDCP User Guide.

What happens when the LTSS Demographic Correction Form (LTSSDCF) is submitted?

DMAS will review, process, and respond to the request within 10 business days, unless marked as urgent.

Once an LTSSDCF is saved, how is it retrieved for completion?

Forms are displayed on the DCP Status Tracking screen. Based on the user's role and the forms' status, users will return to this screen for review and/or update.

This screen will be available for review for user's allowed retrieval from the Status Tracking screen with the following guidelines:

- Fields will be disabled for 'Ready' or 'Assigned' status, allowing read only access except for the following:
 - New Comments section
 - Navigation buttons
- Fields will be enabled for update for the 'Saved' or 'Returned' status if the user is either the Requestor or the noted supervisor.

1.4 DCP Status Tracking Screen

What is the DCP Status Tracking Screen used for?

This screen will serve as a status tracker as well as a mechanism to support the workflow of the LTSS Demographic Correction Portal process.

The form rows displayed will be determined by the user's ACF2/PRSS profile and role. Data will be displayed in descending form # order.

LTSS Requestors will see forms that they initiated only. Default display will be all their forms, in descending order. User can search based on the search field at the top of the screen and/or the sort filters on each column.

DMAS Assigners will see all forms that they initiated and any forms with a status of

Long Term Services and Supports (LTSS) Demographic Correction Portal (DCP) Frequently Asked Questions

'Ready' and 'Assigned'. User can search based on the field at the top of the screen and/or the sort filters on each column.

DMAS Reviewers will see all forms assigned to them in 'Assigned' status. Reviewers can search based on the field at the top of the screen and/or the sort filters on each column. Initial display will allow for horizontal scrolling and if more rows are available than on page display, paging will be available for additional form rows.

For detailed form instructions, see the LTSSDCP User Guide.

1.5 Assigner/Reviewer Roles

See LTSSDCP User Guide for specific screens available for DMAS users that are designated Assigners or Reviewers.