Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

https://dmas.virginia.gov

MEDICAID BULLETIN

Last Updated: 06/10/2022

Medicaid Long Term Services and Support Screening (LTSS) Training for Physicians

Beginning on August 1, 2022, physicians who have responsibility for reviewing Medicaid LTSS Screenings will be required to have completed the Medicaid LTSS Screening Training and enter their unique certification number when approving screenings. The purpose of this memorandum is to remind facilities and physicians (including nurse practitioners and physicians' assistants) who review and provide final authorization or denial of Medicaid Long Term Services and Supports (LTSS) Screenings of the ongoing availability of the training module specific to physicians.

Any physicians (and those authorized to sign for a physician per the Code of Virginia, 54.1-2957.02 and 54.1-2952.2) who have not yet been certified for the Medicaid LTSS Screening, and who are responsible for reviewing and providing final authorization or denial of the Medicaid LTSS screenings must complete the self-paced physicians' training, Module 5, in the Medicaid LTSS Screening Training. Physicians should allow 15-30 minutes for the training including taking the quiz at the end of the module and reviewing the resource handout, *LTSS Key Knowledge Points for Physicians*. A certification number and certificate will be provided following successful completion. The certification number is found on the training completion certificate.

Entry of the certification number will be required for each Medicaid LTSS Screening being reviewed for authorization or denial, and beginning August 1, 2022, the screening will not process in the electronic Medicaid LTSS Screening system without the certification number. Completion of the training is required every three years and physicians will receive emailed notifications prior to the expiration date.

Should a physician who has completed the training need a copy of the certificate with the certification number, please return to the Medicaid LTSS Screening training login https://medicaidltss.partnership.vcu.edu/login. Go to the left navigation bar and click on "Profile", scroll to the bottom of the user profile, and click on the document link to view or save a copy of the certificate.

Registration and access to the Medicaid LTSS Screening Training can be found at https://medicaidltss.partnership.vcu.edu/register

The delegation of the physician approval role and set up for access to the Electronic Medicaid LTSS Screening (eMLS) system in Medicaid Enterprise System (MES) is handled by the hospital's Primary Account Holder (PAH) or Delegated Administrator. All screening entities are responsible for assuring physician review of the screening and understands that a physician's approval of the Commonwealth Coordinated Care Plus Waiver, Program for the All-inclusive Care for the Elderly (PACE) or nursing facility services, authorizes Virginia Medicaid to pay for LTSS.

Background

The Code of Virginia in § 32.1-330 requires a LTSS screening of all Medicaid members or

Medicaid eligible individuals applying for admission to a certified nursing facility, as defined in § 32.1-123, or enrollment in the Commonwealth Coordinated Care Plus Waiver or Program for All-inclusive Care for the Elderly (PACE).

Per Virginia regulation **12VAC30-60-310. Competency Training and Testing Requirements**, beginning July 1, 2019, each individual conducting screenings and providing authorization for approval of Medicaid LTSS shall have completed required training and passed competency tests achieving a score of at least 80%. Authorizing screeners are individuals who sign and attest to the *DMAS-96 Medicaid LTSS Authorization* form, including nurses, social workers, and physicians.

Questions and inquiries regarding this bulletin should be directed to: ScreeningAssistance@dmas.virginia.gov.

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PROVIDER CONTACT INFORMATION & RESOURCES

Virginia Medicaid Web Portal
Automated Response System (ARS)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	www.virginiamedicaid.dmas.virginia.gov

Medicall (Audio Response System)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996

KEPRO

Service authorization information for fee-for-service members.	https://dmas.kepro.com/

Provider Appeals

DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.	https://www.dmas.virginia.gov/appeals/

Managed Care Programs

Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.

Medallion 4.0	http://www.dmas.virginia.gov/#/med4
CCC Plus	http://www.dmas.virginia.gov/#/cccplus
PACE	http://www.dmas.virginia.gov/#/longtermprograms

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Magellan Behavioral Health
www.MagellanHealth.com/Provider

Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.

For credentialing and behavioral health service information, visit:
www.magellanofvirginia.com, email:
VAProviderQuestions@MagellanHealth.com, or
Call: 1-800-424-4046

Provider HELPLINE
Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.

1-804-786-6273
1-800-552-8627

Aetna Better Health of Virginia
www.aetnabetterhealth.com/Virginia
1-800-279-1878

Anthem HealthKeepers Plus
www.anthem.com/vamedicaid
1-800-901-0020

Molina Complete Care
1-800-424-4524 (CCC+)
1-800-424-4518 (M4)

Optima Family Care
1-800-881-2166 www.optimahealth.com/medicaid

United Healthcare
www.Uhccommunityplan.com/VA
and www.myuhc.com/communityplan
1-844-752-9434, TTY 711

Virginia Premier
1-800-727-7536 (TTY: 711), www.virginiapremier.com