MEDICAID BULLETIN

Last Updated: 12/01/2023

Announcement New Brain Injury Services Case Management Service Begins on January 1, 2024

The purpose of this bulletin is to notify providers, individuals, and families of resources and trainings available to assist Medicaid members with accessing the Department of Medical Assistance Services' (DMAS') new case management service for individuals with severe traumatic brain injury. This new service will be delivered by the DMAS contracted Managed Care Organizations and also available in the fee for service delivery systems.

Brain Injury Services Case Management is designed to provide service coordination and person-centered planning with members who have sustained a traumatic brain injury. Brain Injury Case Management Services are defined in the provider manual supplement posted in the MES Provider Manual Library HERE.

Provider enrollment began on August 1, 2023, and prospective providers can continue to submit enrollment applications to the Medicaid Enterprise Solutions (MES) provider enrollment portal. For more information on how to enroll as a provider please refer to the MES portal HERE.

Brain Injury Services - Training Resources Currently Available:

Provider Services Solution (PRSS) Enrollment Process

• Provider Services Solution (PRSS) Enrollment Process Training - May 31, 2023

MPAI-4 Training Resources

View and download the Mayo-Portland Adaptability Inventory (MPAI-4) and related training resources: Training Session 1 on June 20, 2023, and Training Session 2 on June 27, 2023.

- MPAI-4 Training Session 1 June 20, 2023
- MPAI-4 Scoring Form
- MPAI-4 Training Vignette
- MPAI-4 Training Vignette Scoring Key
- MPAI-4 Manual

BIS TCM Program Policy Training for Providers

• BIS TCM Program Policy Training for Providers - September 28, 2023

Richmond, VA 23219

https://dmas.virginia.gov

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Managed Care and Care Management Training

Managed Care and Care Management training for BIS TCM Providers - October 26, 2023

Fact Sheets and Timeline

- Brain Injury Waiver, Facility Services, and Targeted Case Management (TCM) Timelines
- TCM Fact Sheet for Individuals with Traumatic Brain Injury
- TCM Fact Sheet for Family Members of Individuals with Traumatic Brain Injury
- TCM Fact Sheet for Providers

Doing Business with MCO's for BIS:

Many Providers or Prospective Providers for BIS TCM have never contracted with a Medicaid Managed Care Organization before. This reference material helps providers gain an understanding of contracting and work with MCO's and can be found at: https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/brain-injury-services/. In addition the material provides MCO contact points to resolve member care coordination needs, network enrollment and billing concerns.

Future Trainings starting in 2024:

DMAS will send flyers and emails to the training audience which will list specific dates and times for the upcoming trainings. Future trainings will also be posted to this site: https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/brain-injury-services/

Future trainings will include:

Brain Injury Services Targeted Case Management Orientation

An introduction to the BIS benefit for Hospitals, Nursing and Rehabilitation Facilities, Behavioral Health and Developmental Disabilities Providers, Personal Care and Home Health Agencies, and MCO's.

Introduction to Brain Injury Services Targeted Case Management

Webinar for individuals and families in collaboration with Brain Injury Association of Virginia

 Mayo-Portland Adaptability Inventory (MPAI-4) -Training on administering the MPAI-4 for Providers

PROVIDER CONTACT INFORMATION & RESOURCES

https://dmas.virginia.gov

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Virginia Medicaid **Web Portal Automated Response** System (ARS)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.

https://vamedicaid.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

Acentra Health

Service authorization information for fee-forservice 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

Cardinal Care Managed Care 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.

Cardinal Care https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/ Managed Care

PACE http://www.dmas.virginia.gov/#/longtermprograms

Acentra Health

Behavioral Health https://dmas.kepro.com/ Services

In-State: 804-270-5105

Provider Enrollment Out of State Toll Free: 888-829-5373

Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE

Monday-Friday 8:00

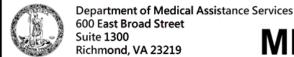
a.m.-5:00 p.m. For 1-804-786-6273 provider use only, have 1-800-552-8627

Medicaid Provider ID Number available.

Aetna Better Health of

https://www.aetnabetterhealth.com/virginia/providers/index.html

Virginia 1-800-279-1878



https://dmas.virginia.gov

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Anthem HealthKeepers Plus

http://www.anthem.com/ 1-800-901-0020

Molina Complete Care

1-800-424-4524

https://www.molinahealthcare.com/providers/va/medicaid/home.aspx

Sentara Family Care

1-800-643-2273

Optima Health United Healthcare Optima Health 1-844-512-3172

www.uhcprovider.com/

1-844-284-0149

Dental Provider

DentaQuest

1-888-912-3456