Department of Medical Assistance Services
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https://dmas.virginia.gov

MEDICAID BULLETIN

**Last Updated: 03/09/2022**

# Direct Support Professional (DSP) and Supervisor Orientation Test

The purpose of this bulletin is to notify providers of DD Waiver services, that are required to complete DSP and DSP Supervisor Orientation Training per 12VAC30-122-180, that the DSP and DSP Supervisor Orientation Test is being modified to include new questions effective **November 15, 2021**.

The intent of the update is to incorporate two newly required sections related to identifying and responding to “choking risk and “changes in mental status.” There are ten questions for each of those topics that have been incorporated into the test. DSPs and their supervisors are required to receive training on these topics in preparation for the test.

This training and test is required for DSPs and DSP Supervisors hired on or after November 15, 2021. It is strongly recommended, but not required, for DSPs and DSP Supervisors who were hired before November 15, 2021 and have already completed DSP Orientation Training. It can be included in annual refresher training or as appropriate at the provider's discretion.

DSPs and DSP Supervisors will need to answer 89 of the 111 of the questions correctly to achieve the required 80% pass rate. A copy of the scored test showing 80% success must be maintained in each DSP’s employee file.

A copy of the updated test and training materials are available on the Department of Behavioral Health and Developmental Services (DBHDS) website at:

https://dbhds.box.com/s/nw989aal9o34t2ygr5fbnd28jlatb673

DSP Supervisors will continue to take the test through the Commonwealth of Virginia

Learning Center (COVLC) by following the access instructions here: https://dbhds.box.com/s/3d6pb5nkyb2qixtcblyx4w0tmwsdv83i and maintaining a copy of their COVLC certificate on file for regulatory reviews.

Supervisors who have previously completed the training in the COVLC and members of an agency's executive leadership (i.e. Owner, Chief Executive Officer, Chief Operating Officer and Human Resources Director) can obtain a copy of the updated answer key, which includes the new content, by contacting a DBHDS Community Resource Consultant by email. Providers who have not previously completed the COVLC training must also send a copy of a COVLC certificate of completion to obtain a copy of the answer key. For a listing of CRC assignments visit:

https://dbhds.virginia.gov/assets/doc/DS/pd/crc-contacts-by-capacity-area-effective-4.1.21-final-copy.pdf.

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| **PROVIDER CONTACT INFORMATION & RESOURCES** | |
|---|---|
| **Virginia Medicaid Web Portal Automated Response System (ARS)**<br>Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. | www.virginiamedicaid.dmas.virginia.gov |
| **Medicall (Audio Response System)**<br>Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. | 1-800-884-9730 or 1-800-772-9996 |
| **KEPRO**<br>Service authorization information for fee-for-service members. | https://dmas.kepro.com/ |

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| **Provider Appeals**<br>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**<br>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 |
| **Magellan Behavioral Health**<br>Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members. | www.MagellanHealth.com/Provider<br>For credentialing and behavioral health service information, visit:<br>www.magellanofvirginia.com, email:<br>VAProviderQuestions@MagellanHealth.com,or<br>Call: 1-800-424-4046 |
| **Provider HELPLINE**<br>Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available. | 1-804-786-6273<br>1-800-552-8627 |
| Aetna Better Health of Virginia | www.aetnabetterhealth.com/Virginia<br>1-800-279-1878 |
| Anthem HealthKeepers Plus | www.anthem.com/vamedicaid<br>1-800-901-0020 |
| Molina Complete Care | 1-800-424-4524 (CCC+)<br>1-800-424-4518 (M4) |
| Optima Family Care | 1-800-881-2166 www.optimahealth.com/medicaid |
| United Healthcare | www.Uhccommunityplan.com/VA<br>and www.myuhc.com/communityplan<br>1-844-752-9434, TTY 711 |
| Virginia Premier | 1-800-727-7536 (TTY: 711), www.virginiapremier.com |