



Last Updated: 03/10/2022

## Medicaid Long Term Services and Support Screening (LTSS) Training Recertification Process

The purpose of this bulletin is to inform you of the Medicaid Long Term Services and Supports (LTSS) Screening Training Recertification process.

By Virginia regulations, all certified Medicaid LTSS Screeners are required to complete recertification training every three years. April 2022 brings about the start of the expiration of certifications for persons who have taken the screening training.

The recertification process will be handled by allowing currently certified screeners to take the proficiency test with the intended purpose of decreasing the amount of time spent in retaking modular training. LTSS Screeners are required to score at least 80 percent on the recertification test in order to retain their certification number. Screeners who pass the test with at least the minimum score will retain their same LTSS Screening Certification number and the Certification expiration date will be revised to reflect the date the recertification test was taken. All LTSS Screeners will be allowed three attempts at taking and passing the recertification test.

If the LTSS Screener scores less than 80 percent on the recertification test, the screener will be required to retake all of the LTSS Screening training modules (Modules 1, 2, 3), scoring at least 80 percent on all tests and quizzes in order to be recertified. If the screener passes the training, a new certification number will be issued.

Access to the Medicaid LTSS Screening Training can be found at <https://medicaidtss.partnership.vcu.edu/login>

All persons currently certified will have 90 days to take the proficiency test - 60 days prior to certification expiration and 30 days post expiration. The recertification website site will open on April 18, 2022 to allow for the proposed launch of the new Medicaid Enterprise System (MES) and Electronic Medicaid LTSS Screening (eMLS) system. Adjustments to certification expirations will be made for all screeners affected by the April 18th date, assuring that screeners will still be given 90 days to take the recertification test. Those LTSS Screeners with a LTSS Screening Certification expiring in April will have until June 30, 2022 to take the test. LTSS Screeners with a certification expiring in May will have until July 30, 2022 to take the test. Virginia Commonwealth University (VCU), our partner in offering the training, will coordinate the sending of notification/reminder emails to all LTSS screeners and will continue to host the training and recertification proficiency test site.



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This bulletin also serves as a reminder that all physicians (nurse practitioners and physician assistants) who review and approve the Medicaid LTSS Screenings must also be certified. Physicians whose certificates are expiring will retake the training Module 5 and the test in order to be recertified. Beginning in August 2022, all physicians will be required to enter their certification number in the electronic Medicaid LTSS Screening system when approval of screenings is rendered. If a physician in your facility has not completed Module 5 and is not certified, that physician will need to complete the LTSS Screening Training prior to August 2022.

Please feel free to contact Ramona Schaeffer, Supervisor of the Medicaid LTSS Screening process at [screeningassistance@dmas.virginia.gov](mailto:screeningassistance@dmas.virginia.gov) or 804.225.3007 with any questions.

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<b><u>PROVIDER CONTACT INFORMATION &amp; RESOURCES</u></b>	
<b>Virginia Medicaid Web Portal Automated Response System (ARS)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	<a href="http://www.virginiamedicaid.dmas.virginia.gov">www.virginiamedicaid.dmas.virginia.gov</a>
<b>Medicall (Audio Response System)</b> Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
<b>KEPRO</b> Service authorization information for fee-for-service members.	<a href="https://dmas.kepro.com/">https://dmas.kepro.com/</a>
<b>Provider Appeals</b> 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.	<a href="https://www.dmas.virginia.gov/appeals/">https://www.dmas.virginia.gov/appeals/</a>
<b>Managed Care Programs</b> 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.	
<b>Medallion 4.0</b>	<a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a>
<b>CCC Plus</b>	<a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a>
<b>PACE</b>	<a href="http://www.dmas.virginia.gov/#/longtermprograms">http://www.dmas.virginia.gov/#/longtermprograms</a>



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