





# FEE FOR SERVICE DIRECT DATA ENTRY IN LTC SYSTEM FOR NURSING FACILITIES

June 28, 2019 July 12, 2019 July 15, 2019

# Agenda

- July 1<sup>st</sup> Expectation
- Portal Access
- User Roles and Access
- LTC Navigation Tab
- Status Tracking Screen
- Admission/Discharge Screen
- Update Segment
- Add New Member or Add Segment
- Reports
- Helpful Hints





# JULY 1<sup>st</sup> 2019 is Important



<sup>3</sup> Division for Aging and Disability Services

### Who Enters NF Admissions, Discharges, or Level of Care Changes

CCC Plus Program • Health Plan

Fee for Service

• Nursing Facility

Department o 600 East Rich http://	MEDICAID Medical Assistance Services Broad Street, Suite 1000 none, Virginia gov
TO:	Medicaid Long-Term Services and Supports (LTSS) ProvidersCommonwealth Coordinated Care (CCC Plus) Waiver Providers and Nursing Facilities and LTSS Screening Entities (Community-Based and Hospital Teams)
FROM:	Jennifer S. Lee, M.D., Director DATE: 4/12/2019 Department of Medical Assistance Services (DMAS)
SUBJECT:	Screening Prior to Nursing Facility Admission or No Medicaid Reimbursement and Implementation of Verification of Screening- Effective July 1, 2019
This bulletin re Supports (LTSS prior to the admi providers of the screening before	ates to the longstanding requirement for a Medicaid Long-Term Services and Screening (also known as "Screening" or "Preadmission Screening" or "PAS") Per 12 VAC 30-60-308, prior to an individual's admission to a nursing facility, the nursing facilit
Clarification of The Code of Vi will be eligible Virginia State P Facility Service of all/individual defined in § 32. following admis	shall review the completed screening packet to ensure that NF criteria have been met, documented and submitted via ePAS. Additionally, in accordance with 12VAC30-60-302, an individual's need for LTSS shall meet the established criteria specified in 12VAC30-60-303, before an authorization for reimbursement by Medicaid or its designee is made for LTSS.
Per 12 VAC 30-	50-308, prior to an individual's admission to a nursing facility, the nursing facility

Per shai and submitted via ePAS. Additionally, in accordance with 12VAC30-60-302, an individual's need for LTSS shall meet the established criteria specified in 12VAC30-60-303, before any authorization for reimbursement by Medicaid or its designee is made for LTSS

In accordance with longstand reimbursement for nursing fac prior to an individual's admiss Appendix C. Page 8, states that

In accordance with longstanding policy, neither DMAS nor CCC Plus MCOs will provide reimbursement for nursing facility admission and services unless a valid Screening is completed prior to an individual's admission to a nursing facility.

# Validating Medicaid Financial Eligibility

- Nursing Facilities are expected to validate Medicaid financial eligibility prior to Admission
  - Providers may use the Virginia Medicaid Web Portal and the Medicall audio response systems to verify Medicaid eligibility and managed care enrollment
  - Toll-free numbers are available 24-hours-per-day, seven days a week, to confirm member eligibility status, claim status and check status.
  - The numbers are:

1-800-772-9996 Toll-free throughout the United States 1-800-884-9730 Toll-free throughout the United States (804) 965-9732 Richmond and Surrounding Counties (804) 965-9733 Richmond and Surrounding Counties

Providers access the system using their Virginia Medicaid provider number as identification. Specific instructions on the use of the verification systems are included in "Exhibits" at the end of this chapter

### **Portal Entry Basics**

The next set of slides will highlight the key points to a successful submission.

For complete details it is recommended that staff review the Long Term Care (LTC) FAQ's, Tutorial & User Guide.

#### These resource are available at



# 2 Stages to Use the Portal

Register as a provider in DMAS portal (if not already enrolled) This is a one time process for your organization

Steps to complete an entry:

Review the LTC user guide, tutorial, and FAQ's.

- 1. Have a completed admission/discharge packet for the individual
- 2. Validate the individuals Medicaid financial eligibility
- 3. Log in
- 4. Begin entering

The Commonwealth of Virginia Medicaid Web Portal's home page contains various portlets (sections within a portal page) and navigational tabs.

The Web Portal's Home Page is reflected below:



#### *Virginia* This is the area to register as a provider Home Cont Medicaid

Home Provider Services 🕨 Provider Resources EDI Support 🕨 Documentation 🕨

**EHR Incentive Program** 





FAO

#### Welcome

Welcome to the Virginia Medicaid Web Portal. This page allows registered provider organizations to log in. If you need to register, you can do so by clicking on the 'Web Registration' link in the 'First Time User Registration' box.

If you have any issues with registering or logging in, please see the Web **Registration Reference Material** (located through the Quick Links to the right) or contact the Virginia Medicaid Web Support Help Desk (toll free) at 866-352-0496.

#### First Time User Registration

By registering you will be designated as the Primary Account Holder for your organization. As the designated Primary Account Holder, you can add, delete or modify user access.

If you are currently a user supporting an organization associated with a Medicaid provider enrolled with the Department of Medical Assistance Services, then as a new Primary Account Holder registrant, you must complete the following steps:

1. Establish a User ID. Password and security profile

2. Initiate the authentication process

3. Complete identity authentication with the Security ID generated and mailed to the provider

If you are a user supporting an organization associated with a provider who is registering in order to submit a Medicaid enrollment application, then as a new Primary Account Holder registrant, you need only complete the following step: 1. Establish a User ID, Password and security profile

After the enrollment application is approved, you must then complete the remaining registration steps noted below: 2. Initiate the authentication process

3. Complete identity authentication with the Security ID generated and mailed to the provider

If you are not the Primary Account Holder for your organizatio then you should not register. If your organization already has Primary Account Holder, please see them for your User ID and Password to log in.

#### Division for Aging and Disability Services

#### Provider Services Provider Resources EDI Support Documentation EHR Incentive Program

FAQ

Ouick Links

- Search for Providers
- Provider Forms Search
- Web Registration Reference Material

DMAS Web Site

#### Existing User Login To access secure areas of the portal, please by entering your User ID and Password \* User ID: \* Password: Forgot User ID? Forgot Password? Submit Reset

Jan 7

#### 1.2 Medicaid Web Portal – Provider Login Page

After selecting the 'Provider' role in the Web Portal Home Page, the provider and the supporting user community are directed to the Provider Login Page.

The Provider Login Page is reflected below:



# Registering as a Provider

The Authorized User – LTC role is established by either the Primary Account Holder or Organization Administrator for performing Long Term Care reviews and/or updates on behalf of the provider organization.





### Key Steps to Processing an Admission, Discharge or Level of Care Change

- Log in with provider number
- Pull up individual
- Review historical data
- Select line segment to update
- Enter the Admission, Discharge, or Level of Care Change
- If admission conduct validation
  - If no screening, select applicable special circumstance
- Save the Screen check for notice of approval

Print a copy of you work



- By hovering over or electing the long term care tab the system will redirect you to the current segment
- Nursing Facility will only see segments associated with their organizations.

AProviderLTCStatusTrackingPortlet						
	Long Term Care Stat	tus Tracking-Cu	rrent Segments			
NPI/API: 0247726240 Select mer <b>den for in</b> uiry detail or to make updates:						
Select SSN Member's Last Name	Member's First Name	MI Suffix	Medicaid ID	Admission Date	Discharge Date	Status
	Not appli	cable for health p	lans			
Member Search: Medicaid ID:	OR SSN:				Submit Add	d New Member

Enter the Medicaid number and click on submit to bring up the individuals screen



Virginia Medicaid			Adding New Segment or Member							
Home	Claims 🔻	Member 🔻	Service Authorization 🔻	Payment History	EHR Incentive Program	Provider Maintenance	Provider Enrollment	RA Messages	Level	
eDoc M	lanagement ▼	Provider I	Portal Secure Email Long	Term Care						

LTCaddNewMember		
	Long Term Care Add New Member	
NPI/API:		
SEN:	Member's Medicaid ID:	
Member's Last Name:	Member's First Name:	MI: Suffix:
Level of Care (LOC) Servicing Address Admission Date	Discharge Date NPI End Reason	Change Source Approved Pre-Admission Screening?
		Submit Return to Status Tracking Reset

Complete the necessary information and click on submit

For a complete list of fields, please see the Web Portal

- LTC Users Guide

#### Historical data for the Member displays

VAProviderLTCAdmDischgePortlet					C	lick on line y	ou want i	to chang	e
			Long Te	erm Care Admission (				0	
NPI/A									
SSN: 223245148			Member's Med	dicaid ID. 042070076018					
Member's Last Name: DICKERSON			Member's Firs	t Name: KATHERINE	MI:	Suffix:			
Level of Care(LOC)	Admission Date	Discharge Date	NPI	End Reason	Change Source	Level of Care Segment	Status	Update Date	
9	04/10/2017	12/31/9999	0000000000	000	00	Approved		09/13/2017	
1	12/15/2014	04/10/2017	1285603142	488	00	Approved		09/13/2017	
D	10/17/2014	12/15/2014	1013977933	488	00	Approved		01/26/2015	
1	06/27/2014	10/17/2014	1285603142	488	00	Approved		10/30/2014	
2	05/12/2014	06/27/2014	1285603142	488	00	Approved		07/09/2014	
Showing 1 - 5 of 5									
					Update	Return to Status Tracking Res	et Back To NPI Entry	Add New Segment	Print
		L	evel of	Care Indi	cators				
	1 Ir	ntermediate	Care Fa	acility					

2 Skilled Nursing Facility



#### Adding & Updating Discharge Dates

AProviderLTCAdmDischgePortlet

Long Term Care Admission/Discharge



### Admission/Discharge Screen

Changing discharge date to April 1, 2017 and adding End Reason



- End Reason This field displays the end reason associated with the LTC segment.
- If the segment is open then it will have "000".
- If the user changes the discharge date the end reason field will open up for update.

Code	End Reason Description
000	Benefit Open (Open Segment Default Value)
001	Member Deceased
002	Loss of Virginia Residence





# For a complete list of End Reasons please see pages 38-42 in the Web Portal - LTC Users Guide



# After updating any segments with the necessary data, click 'Update' to validate field edits.

Apr 20, 2017 Test Environment   Home   Contact Us   Log out Medicaid								
Home Claims ▼ Member	▼ Service Authorization	▼ Payment History	EHR Incentive Program	Provider Maintenance	Provider Enrollment	RA Messages	Level of Care Review 🔻	Pre-Admission Screening 🔻
eDoc Management 🔻 Provid	er Portal Secure Email Lo	ong Term Care						
VAProviderLTCAdmDischgePortlet								
Row 2-Member has been successful	ly updated.		Ye	ou can do	a print sc	reen if	you wish t	o provide
NPI/API: 0173025666				d	ocumenta	ation o	f the entry	
SSN: 223245148			Member's Medicaid	ID: 041375676018				
Member's Last Name: DICKERSON			Member's First Nan	ne: KATHERINE	MI:	Suffix:		
Level of Care(LOC)	Admission Date	Discharge Date	NPI	End Reason Ch	ange Source	Level of Care Seg	ment Status	Update Date
9	04/10/2017	12/31/9999	000000000	000 00		Approved		09/13/2017
1	12/15/2014	04/01/2017	1285603142	403 00		Approved		04/20/2017
D	10/17/2014	12/15/2014	1013977933	488 00		Approved		01/26/2015
1	06/27/2014	10/17/2014	1285603142	488 00		Approved		10/30/2014
2	05/12/2014	06/27/2014	1285603142	488 00		Approved		07/09/2014
Showing 1 - 5 of 5					Update Return	n to Status Tracking	Reset Back To NPI Entry	Add New Segment Print PDF

### Navigation



Update – Validates screen entry/entries and navigates the user to the Long Term Care Admission/Discharge screen.
 Return to Status Tracking – The status tracking initial screen to search for a member
 Back To NPI Entry – Opens up page to enter NPI
 Add New Segment - The user can request the addition of a new segment for a member or Add New Member



### Adding New Segment ~ Adding New Member

- The user is navigated to this screen when the 'Add New Segment' button is selected from either Long Term Care Status Tracking – Current Segments screen Long Term Care Admission/Discharge screen,
- User associated with a Nursing Facility => Member must be currently associated with the same Nursing Facility
- Any other user/member combinations will receive an error message that a new segment cannot be added.

LTCaddNewMember									- 0
			Long Term Care A	Add New Member/	Segment				
NPI/API:									
SSN:			Member's Medicai	d ID:					
Member's Last Name:			Member's First Na	me:		MI	:	Suffix:	
Level of Care (LOC)	Servicing Address	Admission Date	Discharge Date 12/31/9999	NPI	End Reason 000 - Benefit ✔	Change Source	Approved Pre	-Admission Screening	1?
						S	ubmit Return	to Status Tracking	Reset

<sup>22</sup> Division for Aging and Disability Services

### Data Elements to Add New Segment or Member

LTCaddNewMember		
	Long Term Care Add New Member	
NPI/API:		
SSN:	Member's Medicaid ID:	
Member's Last Name:	Member's First Name:	MI: Suffix:
Level of Care (LOC) Servicing Address Admission Date	Discharge Date NPI End Reason	Change Source Approved Pre-Admission Screening?
		Submit Return to Status Tracking Reset

User	<ul> <li>This field is auto populated with the NPI/API associated</li></ul>
NPI	with the User ID logged in.
SSN DMAS ID	<ul> <li>Entry of either the member's valid 9 digit (SSN) or 12 digit Medicaid ID is required.</li> </ul>

<sup>23</sup> Division for Aging and Disability Services

### Data Elements to Add New Segment or Member

LTCaddNewMember							. C
			Long Term Care A	dd New Member/S	jegment		
NPI/API:							
SSN:			Member's Medicaid	d ID:			
Member's Last Name:			Member's First Nar	me:		MI: Suffix:	
Level of Care (LOC)	Servicing Address Adm	mission Date	Discharge Date	NPI	End Reason 000 - Benefit 🗸	Change Source Approved Pre-Admission Screening?	
						Submit Return to Status Tracking Reset	

- Once the user tabs out of the field, the member's Medicaid ID and name will be populated on the screen, based on the information in the Medicaid system.
  - Select the value that represents the level of care that the member will receive. (Skilled or Intermediate)



Auto

Fill

LOC

LTCaddNewMember	
	Long Term Care Add New Member/Segment
NPI/API:	
SSN:	Member's Medicaid ID:
Member's Last Name:	Member's First Name: MI: Suffix:
Level of Care (LOC) Servicing Address Admission Date	Discharge Date     NPI     End Reason     Change Source     Approved Pre-Admission Screening?       12/31/9999     000 - Benefit     V     Yes     No
	Submit Return to Status Tracking Reset

# Provider<br/>NPI• Enter valid 10-digit numeric<br/>NPI for Nursing Facility

### Servicing Address

• This field will be blank until the user enters the Provider ID



LTCaddNewMember					- 0	
Long Term Care Add New Member/Segment						
NPI/API:						
SSN:		Member's Medicaid ID:				
Member's Last Name:		Member's First Name:		MI: Suffix:		
Level of Care (LOC) Servicing Address	Admission Date Disch	harge Date NPI 81/9999	End Reason Change So	Approved Pre-Admission Screening?		
				Submit Return to Status Tracking Rese	it	





<sup>26</sup> Division for Aging and Disability Services

### Display Only - YES!!!

LTCaddNewMember	-					
Long Term Care Add New Member/Segment						
NPI/API:						
SSN:	Member's Medicaid ID:					
Member's Last Name:	Member's First Name: MI: Suffix:					
Level of Care (LOC) Servicing Address Admission Date	Discharge Date NPI End Reason Change Source Approved Pre-Admission Screening?					
	Submit Return to Status Tracking Reset					

- Change Source This field is for display only and reflects the change source associated to this member's segment. This field will reflect a change source value. The default is 00 No Change Source. For a full listing of For a complete list of Change Source please refer to the Web Portal - LTC Users Guide
- Level of Care Segment Status This field is for display only and reflects the current status associated with the segment. One of the following values will display: Approved / Void / Pended
- Update Date This field is for display only and reflects the date of the DMAS
   27 Destisiond ate Agrage anto Dthe Bag Grevites



# **The Critical Question**

40	M	edicaid	249.							_
Ha	-	Claims <b>v</b>	Member T	Service Authorization +	Payment History	ENR Incentive Program	Provider Heintenance	Provider Enrollment	RA Messages	Level
#D	oc Ma	nagement T	Provider	Portal Secure Email Lor	ng Term Care					

LTCaddRewHember						
Long Term Care Add New Member						
NP[/AP1						
SSN: Member's Medicaid ID:						
Nember's Last Name: M2: Suffix:						
Level of Care (LOC) Servicing Address Admission Date Discharge Date 12/31/9999						
This must be answered to make your admission complete. The system will validate your entry.						

If answered YES you are attesting that you have a valid screening and have included the DMAS 80 in individuals record

If answered **No** a Special Circumstance must be checked on DMAS 80 to have a valid admission





#### 12VAC30-60-302 Section E Special Circumstances

DMAS' electronic systems will recognize these special circumstances and will permit submission for enrollment into a NF without a screening. One of the following must apply:

1. Private pay individuals who will not become financially eligible for Medicaid within six months from admission to a Virginia nursing facility shall not be required to have a screening in order to be admitted to the NF.

2. Individuals who reside out of state and seek direct admission to a Virginia nursing facility shall not be required to have a screening. Individuals who need a screening for HCBS waiver or PACE programs and request the screening shall be screened by the CBT or DMAS designee, as appropriate, serving the locality in which the individual resides once the individual has relocated to the Commonwealth.

3. Individuals who are inpatients in an out-of-state hospital, in-state or out-of-state veteran's hospital, or instate or out-of-state military hospital and seek direct admission to a Virginia NF shall not be required to have a screening. Individuals who need a screening for HCBS waiver or PACE programs and request the screening shall be referred, upon discharge from one of the identified facilities, to the CBT or DMAS designee, as appropriate, serving the locality in which the individual resides once the individual has relocated to the Commonwealth.

4. Individuals who are patients or residents of a state owned or operated facility that is licensed by DBHDS and seek direct admission to a Virginia NF shall not be required to have a screening. Individuals who need a screening for HCBS waiver or PACE and request the screening shall be referred, upon discharge from the facility, to the CBT or DMAS designee, as appropriate, serving the locality in which the individual resides.

5. A screening shall not be required for enrollment in Medicaid hospice services as set out in <u>12VAC30-50-270</u> or home health services as set out in <u>12VAC30-50-160</u>.

6. Wilson Workforce Rehabilitation Center (WWRC) staff shall perform screenings of the WWRC clients



# Reporting

DMAS will have access to monitoring reports

Based on these reports DMAS may be calling providers with questions





# **DMAS 80 Function**

- ✓ <u>Health Plans</u>
- It is a communication tool between the NF and the Health Plans
  - The NF originates the DMAS 80
  - The Health Plan uses the DMAS 80 to enroll the Individual in the LTC portal

#### ✓ <u>FFS</u>

Helpful Hints

- It is a documentation of the determination of a special circumstance that is determined by hospital at admission
  - The NF originates the DMAS 80 and
    - Enroll the Individual in the LTC portal
  - Retains a copy as documentation of enrollment and special circumstance



#### Helpful Hints Handling FFS Special Circums CUMSTANCES DOCUMENTATION FORM EDICAL ASSISTANCE SERVICES LIDENTIFICATION INFORMATION

Reason for Submission; [] Admission [] ] De

is there a completed Medicald LTSS Screening package for this includual's admission and has

**Revised DMAS 80** 

WWRC

Little //f no, one of the following reasons must be checked.)

Individuals who reside out-of-state or are transferred from

direct admitsion to a Virginia nursing facility.

Individuals who are inpatients in an out-of-state h hospital, or in-state or out-of-state military he

Individuals who are parients or residents of

turting facility.

Private pay individuals who will not become financially eligible for Med

- NF receives the initial request for admission
- Suggested NF actions:
  - Obtain admission packet that includes LTSS Screening packet
  - Be sure to complete Level 1 if a special circumstance is met
  - Complete the DMAS-80 form and submit a copy to the Plan. Both Plan and NF retains a record to document the special circumstances.
  - If NF decides to admit
    - NF enters the enrollment request in LTC portal
    - Behavioral Health and Developmental Serv A screening shall not be required for a VAC 30-50-270. Print a copy of enrollment for records.
    - Wilson Workforce Rehabilitation Center (WWRC) Retains copy of DMAS 80 and documentation in record related to Special Circumstances.

# 2 Additions

 There are 2 additional non Medicaid situations that are covered by checking the 7th Special circumstances box on the DMAS 80.

### ✓ They are

- Individuals who are being admitted to the NF for a short-term stay under Medicare or other private insurance and after admission has a need for custodial care funded by Medicaid:
- The non-Medicaid individual refused the screening.

# **Changes in Special Circumstance**

Admission with Special Circumstances

Helpful Hints

Special circumstance changes Example: No longer private pay or rehab Individual is converted to Medicaid

No screening is required

Admitting special circumstances & MDS score validates meeting LTSS criteria

The Level one PASRR should be completed upon admission by the NF for all Special Circumstances

<sup>36</sup> Division for Aging and Disability Services

# **Clarification of Private Pay Special Circumstance**

#### Helpturner Private Pay can be any of the following situations:

- Family is funding 100% of the placement
- Private Insurance is funding the 100% of placement
- A combination of Medicare & either of the Above two items fund 100% of placement
  - Note co-insurance can begin as soon as the 21<sup>st</sup> day of Skilled or Rehab placement
- Individual refuses screening and is admitted under Medicare, Family funded, or private insurance

#### **Movement from One Nursing Facility to Another**

### Helptur Mo No changes to this process. The NF sends the Screening Packet to the New NF

This would include the DMAS 80

### How to Obtain a Copy of a LTSS Screening If Previous Provider Does not Pass it Along?



NOTE : After 6 years DMAS can only provide a screen shot that a screening occurred

**DMAS** 

<sup>39</sup> Division for Aging and Disability Services

# Helpful Hints NF Changes in Level of Care

 Must you assure you have a screening when changing a level of care within a nursing Facility?



Simply check Yes you have screening or if special circumstance exists

<sup>40</sup> Division for Aging and Disability Services

#### When Do You Enter Information in Portal

- Nursing Facilities should enter FFS admissions to their facility as soon as possible.
  - Delaying the submission of admissions or discharges could complicate or delay payment

If individual admitted to Nursing Facility prior to Admission to CCC Plus Program and the Plan can only enroll the individual from date of enrollment in plan.

Nursing Facility will be responsible for submitting for admission days prior to enrollment in CCC Plus Program even if the member enrolls in CCC Plus after the date of admission

<sup>41</sup> Division for Aging and Disability Services



### LTC Portal questions go to:

- For FFS <u>AEandD@dmas.Virginia.gov</u>
- For CCC Plus Program to Health Plan

# **Looking Forward**

- DMAS is developing guidance on several other topics.
- This guidance will be distributed
  - Via webinar updates
  - Your state association





### Interim Documentation Process for Special Circumstances

 Hospital completes r
 DMAS is accepting d record and the DMAS documentation that was met.

g form the NF

tance