



CardinalCare
Virginia's Medicaid Program

Screening Connections

Hospital Screening Teams

February 13, 2024

Presented by the

Office of Community Living (OCL)



VIRGINIA'S MEDICAID PROGRAM

DMAS



Happy New Year!

We



Thank You
for your
hard work this
past year!

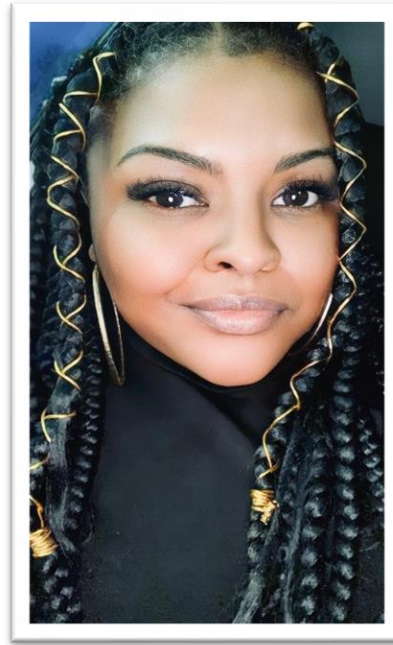


Logistics

- Post your questions for today's session in the **Chat box**.
- Click the "Chat" bubble icon at the top of the screen to maximize the Chat feature.



Nicole Braxton
OCL Program Manager



Ivy Young
Technical Assistance for
Screening Assistance Mailbox,
Screening Connections Webex,
& Communications



Dena Schall
Technical Assistance for
Screening Assistance Mailbox
and eMLS

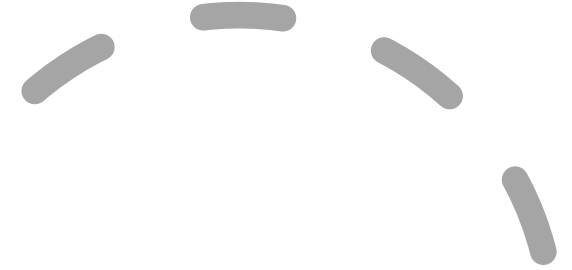


DMAS Office of Community Living (OCL) LTSS Screening Program Staff



**Make sure to send all LTSS Screening Questions to ScreeningAssistance@dmas.virginia.gov
Do not send emails to individual staff members**

Today's Agenda:



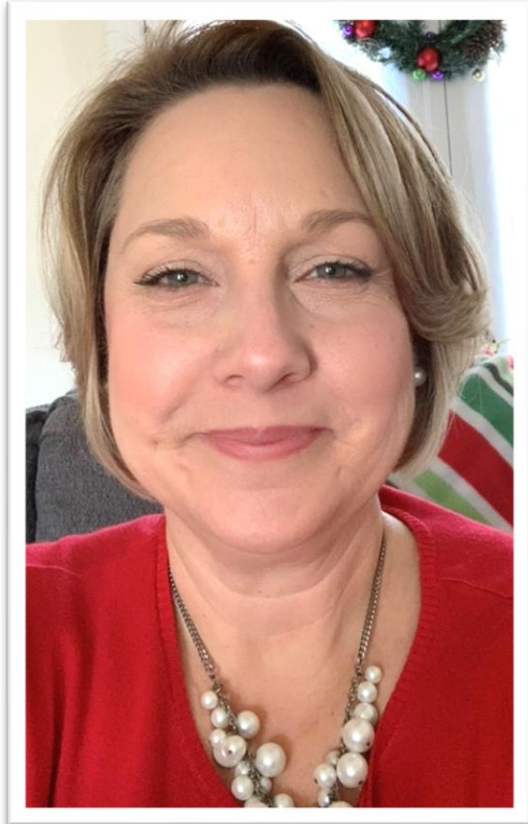
**IMPORTANT UPDATES
AND REMINDERS**



**FREQUENT
HOSPITAL TOPICS**



**QUESTION AND ANSWER
PERIOD**



Today's
Screening Team Focus:

HOSPITALS

*Presented by Dena Schall, LTSS Screening
Unit*

Update:



Updated Enrollment Member Correction Form coming soon.

Start using now

NEW: For demographic corrections, all Enrollment Member Corrections Forms are to be sent to PatientPay@dmas.virginia.gov

- EMAIL Subject Line should read: **LTSS Screening Member Information Change Form**
- Allow at least **14 Business days** for all Corrections
- Once the change has been completed by the Enrollment Division, it can take up to **48 hours** for all systems to catch up.
- **Screener** must return to eMLS CANCEL or VOID/DELETE the Screening and re-enter it with all the same dates used in the original Screening.
- Instructions will be written on the form.
- All forms must be completely filled out or they will get sent back.

Reminder:

Bulletins and Memos can be found on the MES Home Page in the Provider Menu at:

<https://vamedicaid.dmas.virginia.gov/>

The screenshot shows the MES Public Portal website. At the top, it says "MES Public Portal - Department of Medical Assistance Services" and "An official website of the Commonwealth of Virginia". The MES logo is prominent. A navigation bar includes links for Appeals, CRMS, EDI, EPS, MES Training, and Providers. On the left, a "Provider Menu" sidebar lists various options, with "Memos/Bulletins Library" circled in red. The main content area features a "Provider Resources" header with a photo of a doctor. Below this, a welcome message states: "Welcome to the MES Provider Resource area! This is the new location for Provider information and resources. The information resources on the legacy Medicaid portal are no longer available, but don't worry - we've got you covered! Links to all of the Medicaid Memos, Bulletins, Forms and Manuals have been updated and are available below. MES will continue to provide the same resources you need to get your job done, and help provide for our Members' health care. We've just finished converting all of our Provider Manuals to PDF, for easier selection and downloading - give it a try." Below the text is a search engine prompt: "Try our new MES search engine:" followed by a search box labeled "ENHANCED BY Google" and a search button.

Designate someone on your team to check periodically for new Bulletins and Memos that may provide updates on the LTSS Screening Process.

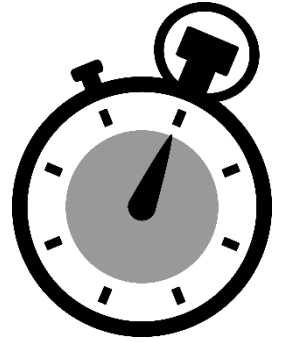
Reminder and Update:



As of October 1, 2023, the Continuity Guideline changed **from 30 days to 180 days**

- Individuals are now allowed **180** days to transition between providers. After **180** days the individual must re-apply for Medicaid LTSS and a new screening is required.

New Screening Timelines:



- Individuals who have a screening conducted have 1 year of the date of the physician's signature to enroll in CCC Plus Waiver, PACE or Custodial Nursing Facility care.
- Screenings completed prior to a discharge from a SNF for persons who are enrolled into Medicaid while in the SNF, including health plans and FFS, have **180 days** post SNF discharge to enroll in the CCC Plus Waiver or PACE or a new LTSS Screening is required. If the individual is not a Medicaid member (non-Medicaid) at SNF discharge, the person has one year from the date of physician's signature on the screening to be enrolled in LTSS. After a year, a new LTSS Screening is required.
- Once an individual is ENROLLED in CCC Plus Waiver, PACE or NF, a screening does NOT expire or need to be updated as long as the individual continues to receive Medicaid LTSS.
- Individuals are allowed **180 days** to transition between providers. After **180 days** the individual must re-apply for Medicaid LTSS and a new screening is required.
- If the individual is terminated because they didn't meet NF LOC requirements, then the individual would need a new LTSS Screening to reapply for Medicaid LTSS.
- When in doubt, screen the individual.

Reminder:

Health Plan

If the individual is in a **Medicaid Health Plan**, then contact the Health Plan for assistance in checking for Validity of the LTSS Screening.

Once you have contacted the Health Plan, if you have continued deputed contact:
cccplus@dmas.virginia.gov

Fee For Service

If the individual is Fee For Service or is not in a Medicaid Health Plan, then contact the DMAS LTSS Screening Unit at:
ScreeningAssistance@dmas.virginia.gov



Frequent Hospital Topics

Frequent Hospital Topics:

If an individual is not able to make decisions for themselves then their legal representative must give permission and be involved in the LTSS Screening Process.

This may mean that you will need to:

- Provide an option for the legal representative to be present while the Screening is being conducted.
- Make special arrangements via telephone conference calls if the legal representative lives out of state.
- Send the DMAS 97 Choice Form to the representative for them to sign and send back if they can't be there in person.



Frequent Hospital Topics:

Hospital Admissions for more than 30 days

- If an individual has Medicaid LTSS (Custodial NF) and then goes into the hospital, they have 180 days before they would get terminated and need a new LTSS Screening.



Frequent Hospital Topics:



In the hospital, when do we conduct the screening:

- As close to discharge as possible so that the medical assessment is accurate
- Before Discharge (*Physicians should be signing off before discharge*)

Make sure not to include equipment that the individual is not going to be discharging with such as Catheter, Medications, etc.

Do not score on institutional dependencies (ex. medication administration-how would they take it if they were at home)



Frequent Hospital Topics:

If an individual is leaving the Acute Care Hospital and going to a Rehabilitation Hospital who does the Screening?

- Remember the individual is supposed to be screened as close to discharge as possible for an accurate assessment.
- Acute Care Hospitals AND Rehabilitation Hospitals are both required by law to have a LTSS Screening Team and to conduct Screenings

An individual can improve during their stay in rehab, so it is best practice for the later hospital to conduct the Screening.



Frequent Hospital Topics:

Best Practice for Individuals with Developmental Disabilities (IDD)

Ask individual or family:

- Do you have a Support Coordinator or Case Manager at their local Community Service Board (CSB)?
- Do you have a Developmental Disability (DD) Waiver Slot?

Just as it is important to find out if the individual already has Medicaid LTSS in the Community (CCC Plus Waiver or PACE), it is also important to know if they have other types of Waivers as well such as the DD Waiver with DBHDS.



Frequent Hospital Topics:

Best Practice for Individuals with Developmental Disabilities (IDD)

- Remember, individuals can only be in one Waiver at a time.
- An individual can not be in the CCC Plus Waiver and the DD Waiver at the same time.
- An individual can not be in a DBHDS Residential facility and have the CCC Plus Waiver.
- They will have to make a choice, which should be done with their case manager if they have one.

If the individual or family does not completely understand they could lose or delay their DD Waiver spot. The DD Waiver has more specialized services for individuals who are eligible.



Frequent Hospital Topics:



Corrections to LTSS Screenings in eMLS

To make a Demographic Correction (Name, DOB, Race, Gender, Social Security Number, or Medicaid Number), the first step is to know the status of the Screening:

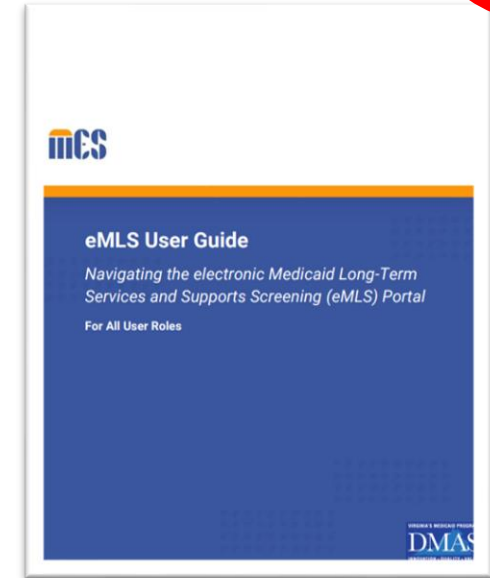
- **IN PROGRESS:** Screeners create and work on Screening
- **IN APPROVAL:** Waiting on the Physician Authorizer to review, electronically sign, and submit.
- **ACCEPTED-AUTHORIZED OR ACCEPTED-NOT AUTHORIZED:** Fully processed Screening in eMLS

For a full status list, go to the eMLS User Guide

Use eMLS User Guide and Training



- Access, System Requirements, User Access Roles, and Logging In
- Navigation and Functions of System
- Error Message Meaning
- Searching of an Existing Screening
- Data Entry and Submission of New Electronic LTSS Screenings
- Screening Status and Watermarks
- Voiding and Corrections of Existing Screenings
- Printing Screenings
- Uploading and Downloading the P-98 offline form
- And many more concepts



<https://vamedicaid.dmas.virginia.gov/training/crms>

Complete courses, CRMS-101,103,104,106, & download the e-MLS User Guide

Frequent Hospital Topics:



Corrections to LTSS Screenings in eMLS

Demographic Corrections that are “In Progress” Status:

If you start a new screening and information in the demographic field auto populates wrong or with an error, then you:

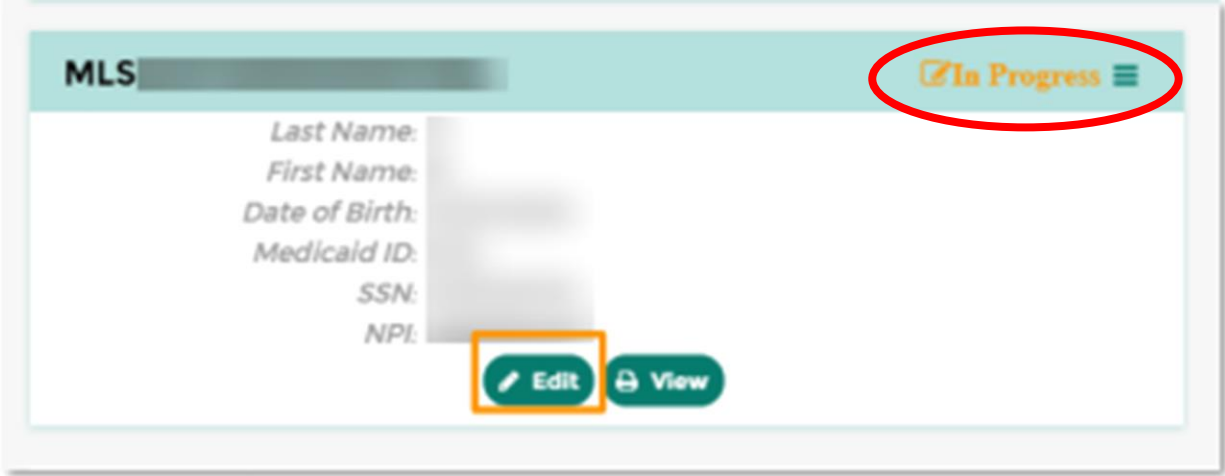
- **STOP** and **“CANCEL”** the initiated screening which will delete it (open the screening and look for the gear icon in the top right-hand corner).
- Send in a Member Enrollment Correction Form to the Enrollment Division.
- Wait for a response back from the Enrollment Division that the demographic information has been corrected in the MMIS system which can take 24-48 hours for the information to catch up in the systems (eMLS does not auto correct the Screening, you must cancel and start over).
- Create a new LTSS Screening and check to make sure that the demographic information is auto-populating with the correct information.

If you the Screener typed in the wrong demographic information on a new Screening (and it is greyed out), then you:

- **“CANCEL”** the newly initiated screening and start over, using the correct information.

Always double check your information after each page for accuracy and typos!

Frequent Hospital Topics:



3. Select the **gear** icon (Figure 88).

Figure 88: Gear Icon



Gear/Wheel to CANCEL

Frequent Hospital Topics:



Corrections to LTSS Screenings in eMLS

Demographic Corrections that are in “Accepted” Status:

If you find an auto-populated error or realize that you made an error in the demographic field on an already submitted and processed screening, you will:

- Make a copy of the Screening.
- **“VOID and DELETE”** the Screening in the eMLS System (open the screening and look for the gear icon in the top right-hand corner).
- Send in a Member Enrollment Correction Form to the Enrollment Division.
- Wait for a response back from the Enrollment Division that the demographic information has been corrected in the MMIS system which can take 24-48 hours for the information to catch up in the systems (eMLS does not auto correct the Screening, you must void/delete and re-enter).
- Create a new Screening and check to make sure that the demographic information is auto-populating with the correct information.

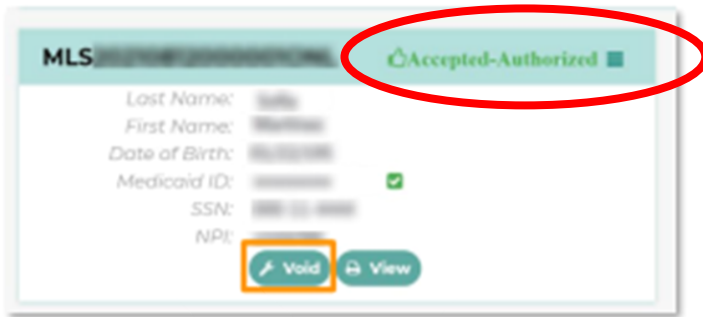
MAKE SURE TO USE all of the same Request, Screener, and Physician dates that were used in the original Screening (unless they are incorrect) to resubmit. If you do not, then potential payment issues can occur for providers.

Frequent Hospital Topics:



2. Select the **Void** button (Figure 94) on the screening card.

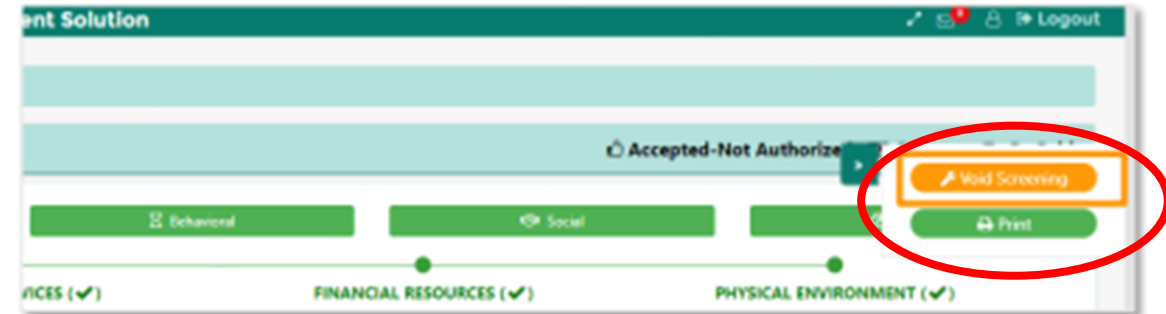
Figure 94: Search Result Card – Void Button



Tip: have to select Void option twice

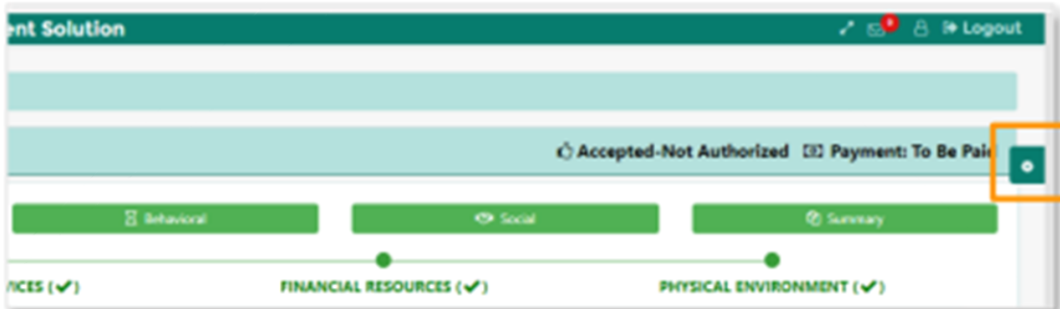
4. Select the **Void Screening** button (Figure 96) in the gear pop-up box.

Figure 96: Gear Icon Pop-up Box – Void Screening Button



3. Select the **gear** icon (Figure 95).

Figure 95: Gear Icon



Gear/Wheel to VOID and DELETE

Frequent Hospital Topics:

Corrections to LTSS Screenings in eMLS



Other Non-Demographic Corrections that are in “Accepted” status:

If you find that you need to make a correction in a non demographic field on an already submitted and processed screening, you will:

- **“Void and Clone/Correct”** the Screening in the eMLS System (open the screening and look for the gear icon in the top right-hand corner).
- Make your edits to the Screening.

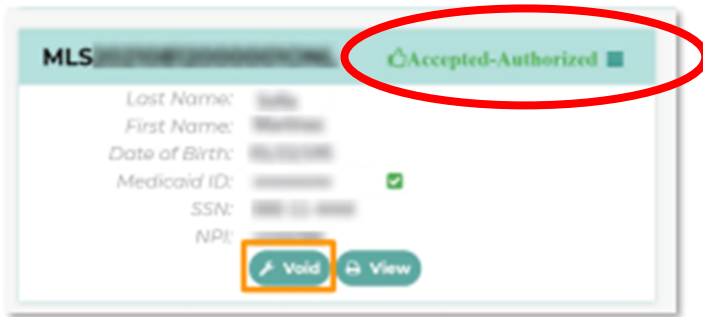
MAKE SURE TO USE all of the same Request, Screener, and Physician dates that were used in the original Screening (unless they are incorrect) to resubmit. If you do not, then potential payment issues can occur for providers.

Frequent Hospital Topics:



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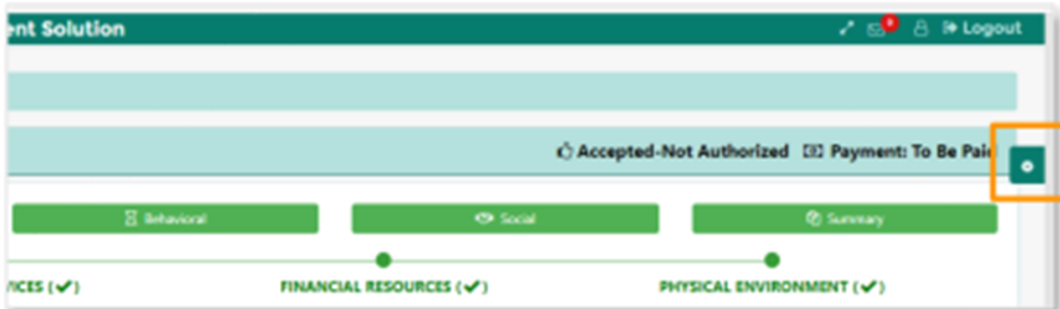
Figure 94: Search Result Card – Void Button



Tip: have to select Void option twice

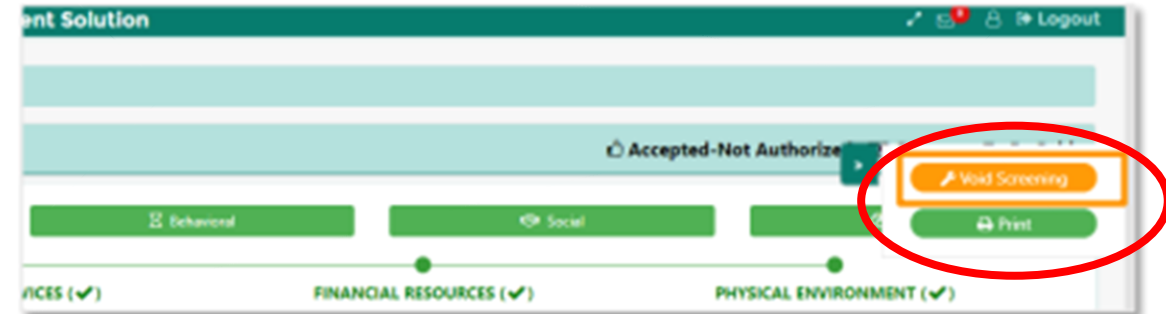
3. Select the **gear** icon (Figure 95).

Figure 95: Gear Icon



4. Select the **Void Screening** button (Figure 96) in the gear pop-up box.

Figure 96: Gear Icon Pop-up Box – Void Screening Button



Gear/Wheel to VOID and CORRECTION/CLONE

Frequent Hospital Topics:

How to get a new Physician/Nurse Practitioner/Physician Assistant to be able to sign off on Screenings in eMLS



- Find your Hospitals Primary Account Holder or Delegate Administrator (Usually a Business Manager). You will have to ask around.
- The PAH or DA will provide the Physician with log in to MES-eMLS that is associated with the Hospitals NPI.
- The PAH or DA will need to set them up in an **“Approver Role”** in MES-CRMS.
- The Physician will be required to take the Medicaid LTSS Screening Training Module 5 only and pass with an 80% score. They should receive a Certificate with a Certificate Number/Letter Sequence that will be used for electronically signing off in eMLS.



Screening Assistance has a Cheat Sheet for Physicians if needed

Frequent Hospital Topics:

How to get Hospital Screeners set up with a login to create Screenings in eMLS

- Find your Hospitals Primary Account Holder or Delegate Administrator (Usually a Business Manager). You will have to ask around.
- The PAH or DA will provide the **Screener** with a log in to MES-eMLS that is associated with the Hospitals NPI.
- The PAH or DA will need to set them up in a **“Creator Role”** in MES-CRMS.
- The LTSS Screener (RN, SW, Discharge Planners, etc.) will be required to take the Medicaid LTSS Screening Training Modules 1-4 and pass with an 80% score. They should receive a Certificate with a Certificate Number/Letter Sequence that will be used for electronically signing off in eMLS.





Resources

Connection Call PowerPoints

Posted on the DMAS Website Under the Provider Tab:

Long Term Care:

<https://www.dmas.virginia.gov/for-providers/long-term-care/programs-and-initiatives/>

SCREENING FOR LTSS

Look down the page for Screening Connection call information

The screenshot shows the Virginia Medicaid website interface. At the top, there is a navigation bar with the following items: 'Applicants', 'Members', 'Providers', 'Appeals', 'COVID-19', 'Open Data', and 'About Us'. A red arrow points to the 'Providers' tab. Below the navigation bar is a large banner image of a man in a plaid shirt. Overlaid on the banner is the text 'Programs and Initiatives' with a red arrow pointing to it, and a list of programs: 'Electronic Visit Verification, Program of All-Inclusive Care, Civil Monetary Penalty, Screening'. Below the banner is a section titled 'Resources - Programs and Initiatives' which contains four cards. A red arrow points to the 'Screening' card. The cards are:

- Electronic Visit Verification**: The federal 21st Century CURES Act of 2016 requires states to implement Electronic Visit Verification (EVV).
- Program of All-Inclusive Care**: PACE helps adults ages 55+ who are living with chronic health care needs and/or disabilities to receive community-based services and support.
- Civil Monetary Penalty**: Civil Monetary Penalty (CMP) funds help improve the quality of life for individuals residing in Nursing Facilities within the Commonwealth.
- Screening**: Screening ensures Medicaid-eligible individuals, and those who will become eligible for Medicaid within six months, meet the required level of care criteria.

Need a Refresher?

VCU Medicaid LTSS Screening Training

at: <https://medicaidltss.partnership.vcu.edu/login>

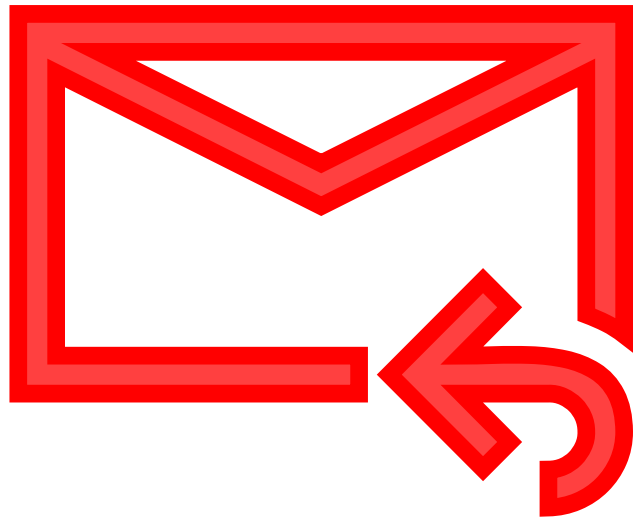
- Log-in Using your email address and created password
- To Access the Training Modules go to helpful Links – eLearning Modules

The screenshot shows the login page for the VCU Medicaid LTSS Screening Training. The page has a purple header with the VCU logo and the text "VIRGINIA COMMONWEALTH UNIVERSITY". Below the header, there is a navigation bar with "Menu", "Medicaid Long-Term Services and Supports (LTSS) Screening Training", "Login", and "Register". The main content area contains a login form with the following elements:

- A breadcrumb trail: "Dashboard / Login"
- A "Login" button highlighted in yellow.
- An "Email address" input field.
- A "Password" input field.
- A "Remember me" checkbox.
- A "Login" button and a "Forgot Your Password?" link.

The footer contains the following information:

- Virginia Commonwealth University
Partnership for People with Disabilities
School of Education
700 East Franklin Street
- Helpful links
 - eLearning Modules (highlighted with a yellow arrow)
 - Partners
 - Feedback



Need Help?

- Questions about the LTSS Screening process, policy or requests for copies of screenings go to: ScreeningAssistance@dmas.Virginia.gov
- Questions about MES (computer system issues) , CRMS, eMLS go to: MES-Assist@dmas.Virginia.gov
- All technical questions about accessing the Medicaid LTSS Screening Training go to VCU: ppdtechhelp@vcu.edu

Connection Call Schedule and Team Focus

2024				
<u>SCREENING TEAM TYPE</u>	<u>QUARTER 1</u>	<u>QUARTER 2</u>	<u>QUARTER 3</u>	<u>QUARTER 4</u>
Nursing Facility		April 9	July 9	October 8
Hospitals		May 14	August 13	November 12
Community Based Teams (CBTs)	March 12	June 11	September 10	December 10

SHARE INFORMATION WITH YOUR TEAM

- Other Screeners
- Supervisors
- Managers
- Directors



Next Call:

- Community Based Team Focus
- March 12, 2024 at 3:30
- Any team can join the call and listen, but the focus will be on the Community Based Team Issues



Save
the
Date



Question and Answer Time