



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

Cheryl Roberts
ACTING DIRECTOR

SUITE 1300
600 EAST BROAD STREET
RICHMOND, VA 23219
804/786-7933
800/343-0634 (TDD)
www.dmas.virginia.gov

August 3, 2022

Jerry Mammano
AETNA Better Health of Virginia
9881 Mayland Drive
Richmond, VA 23233

Re: Commonwealth Coordinated Care Plus (CCC Plus) – Corrective Action Plan (CAP) – Portal Entry of Nursing Facility (NF) Admissions – Case ID # 20467

Dear Mr. Mammano,

The Department of Medical Assistance Services (DMAS) continually monitors CCC Plus contractual compliance to ensure AETNA Better Health of Virginia's (Aetna) accurate and timely entry of NF admissions into the DMAS web portal. CCC Plus contract Section 4.7.1 states, "For all Members admitted to a Nursing Facility (NF) on or after July 1, 2019, the Contractor shall not reimburse a NF for services until a screening has been completed for the Member by an appropriate screening team, the screening has been entered into the ePAS system, and the individual is found to meet NF level of care criteria. Payment shall not be made to the NF until the Contractor receives a copy of the screening. In accordance with the §32.1-330 of the Code of Virginia, all individuals requesting community based waiver or nursing facility LTSS must receive a screening to determine if they meet the level of care needed for NF services."

Aetna was issued a Notice of Noncompliance (NoNC) on March 10, 2022 for the failure to secure valid LOC screenings. On April 20, 2022, Aetna entered a level 1 NF Level of Care (LOC) into the DMAS portal with an April 13, 2022 begin date. An analysis revealed a lapse of more than 4 months in LTSS services from December 5, 2021 (the member's previous NF stay discharge date) through April 12, 2021. The last LTSS screening was completed in August 2021. Therefore, a valid screening was not in place to support the NF admission in April 2022 and subsequent waiver services set to commence in June. This oversight resulted in a delay in the member's ability to receive home- and community based CCC Plus Waiver services and potentially put the member at risk for readmission to the NF.

Due to the failure to ensure valid screenings, recurrent noncompliance, and member impact, DMAS is requesting that Aetna provide information detailing strategies to ensure all NF and Waiver admissions are based on the member having a valid LTSS screening documenting the member meets NF criteria. Aetna shall submit a Corrective Action Plan (CAP) to DMAS for approval no later than 30 calendar

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days from the date of this letter. Aetna will need to identify the root cause(s) for the ongoing lack of compliance and develop a practicable project plan to ensure contractual compliance is monitored and maintained. A weekly update to this project plan to DMAS is required to document ongoing progress. Failure to comply with the approved CAP will result in additional sanctions.

Aetna will be issued a 10 point violation pursuant to Section 18.2.3.2 of the CCC Plus contract. Assessment of these points are pending. If you have additional information and/or documentation that will affect this determination, please provide this information to Jason A. Rachel, Ph.D., Division Director, within 15 calendar days from the date of this letter (“Comment Period”). Point violations will be finalized upon the expiration of the Comment Period. After this time, no additional communication will be provided by DMAS regarding the point issuance

If you have any questions regarding these concerns, contract standards or CAP requirements, please contact cccpluscompliance@dmas.virginia.gov. Please sign, date and return acknowledging receipt to cccpluscompliance@dmas.virginia.gov.

Sincerely,



Jason A. Rachel, Ph.D.
Division Director
Division of Integrated Care

Acknowledge agreement via signature below to address the issues detailed in Commonwealth Coordinated Care Plus (CCC Plus) – Corrective Action Plan (CAP) – Portal Entry of Nursing Facility (NF) Admissions – Case ID # 20467

Jerry Mammano / Date