DEPARTMENT OF MEDICAL ASSISTANCE SERVICES BRAIN INJURY SERVICES CASE MANAGEMENT

5/31/2023



House Keeping Rules



- Please hold off on questions till the end of each speaker's part.
- We have multiple topics to cover.
- Please post your question in chat.
- This training session is being recorded.

Agenda

- 1.PRSS enrollment process "for newbies" (Michelle Watts-DMAS)
- 2.PAH functions "for newbies" (Gainwell)
- 3. Eligibility tracking manual and batch using the 270/271 process (Gainwell)
- 4. How to identify member MCO's, benefit plan details (benefit plans for facility, waivers, etc versus FAMIS/FFS and MCO) (HCS Team-Jackie Brown, DMAS)
- 5.Connect the dots-Member is in FFS or MCO "Where do I send claims and member based correspondence?" (Provider Operations/Gainwell)



New Brain Injury Services Case Management

- Brain Injury Services Case Management is a new case management service designed to support members who have sustained a traumatic brain injury on or after the age of 18 and who meet the medical necessity criteria for the service as defined in a soon to be released provider manual.
- Brain Injury Services Case Management is not part of a Medicaid waiver or specifically affiliated with any set of existing DMAS service systems.
 - DMAS is in the process of designing new services to propose a new waiver benefit for this population.
- Provider enrollment processes through the Medicaid Enterprise System and PRSS module are expected to begin on July 1, 2023
- Please refer to the DMAS Brain Injury Services website <u>HERE</u> for more details on services including the service specific training dates to be scheduled during May through July of 2023.

Network: Provider Participation Requirements

Build Spec:

- New provider SPECIALTY to be assigned with current PCT 056 (Waiver)
- Enrollment type Facility/Organization
- Provider Type Waiver Services (056)
- New specialty = Brain Injury Case Management "841" is pending assignment
- New taxonomy for these services are needed to be assigned to the new specialty
- Acceptable Networks FFS & MCO

Providers must be "CARF" Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)

Program: Employment and Community Services (ECS)

Service: Service Coordination (SC)

Staff Qualifications

BIS case managers must either hold at least a bachelor's degree in one of the following fields: social work, psychology, sociology, rehabilitation, human services OR be licensed by the Commonwealth as a registered nurse. *(pending public comment)*

- Each staff providing case management services must be certified as a Qualified Brain Injury Services Provider (QBISP)
 prior to independently delivering billable case management services.
- May also be a Certified Brain Injury Specialist (CBIS) prior to independently delivering billable services



Provider Qualifications

PROVIDER PARTICIPATION REQUIREMENTS

Providers must be "CARF" Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)

Program: Employment and Community Services (ECS)

Service: Service Coordination (SC)

Please send questions about Brain Injury Services to Kay Karmarkar at kshitija.karmarkar@dmas.virginia.gov

Brain Injury Case Management Implementation Timeline

May 2023

June 2023

July 2023

September 2023

Go Live!

Finalize
Population and
Cost Estimates
and Align with
Budget
Authorities

Finalize Case Management Policy and Reimbursement Rate Design MCO Operations:
Claims
Network
Care Management
Reporting and Oversight
Processes

MES DMAS System Testing

Providers Begin Enrolling Through PRSS MCO's begin to accept new providers for contracting

MCO Readiness Testing
MCO Network,
Claims and
System Updates
Completed

MCO Cardinal Contract approved by CMS MCO Coverage authority established

















Develop Case Manager Training Modules To Promote New Provider Onboarding Begin Provider Training
Series:
Provider Enrollment/Portal
Account
Eligibility and Claims
Tracking
How to Work with the MCO's
How to Access Medicaid
Services
Clinical Intake Processes

Policy Manual Posted to Town Hall for Public Comment Clinical
Assessment
Process Training
Provided by the
Developer of the
Mayo-Portland
Adaptability
Inventory
(MPAI-4)

Policy Manual Finalized and Published to DMAS Provider Portal DMAS Presents

DMAS Presents Final Program Trainings Standard Member intake and Service initiation processes completed

Service Delivery Begins!

Members may be authorized for services, claims will pay



Provider Services Solution (PRSS) Enrollment Process

Access Provider Enrollment Wizard to begin enrollment

https://virginia.hppcloud.com



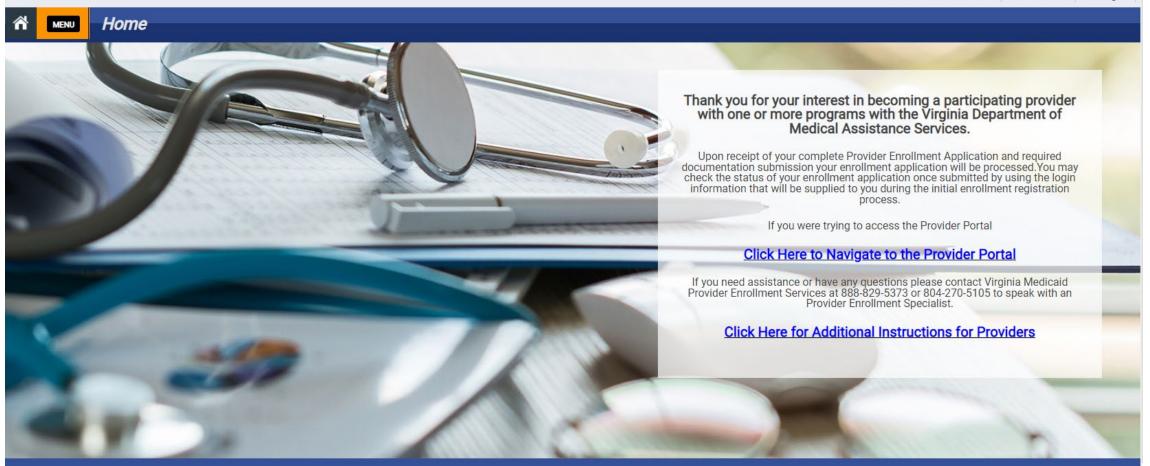
Virginia Department of Medical Assistance Services **Provider Services**

Fri May 26, 3:46 PM

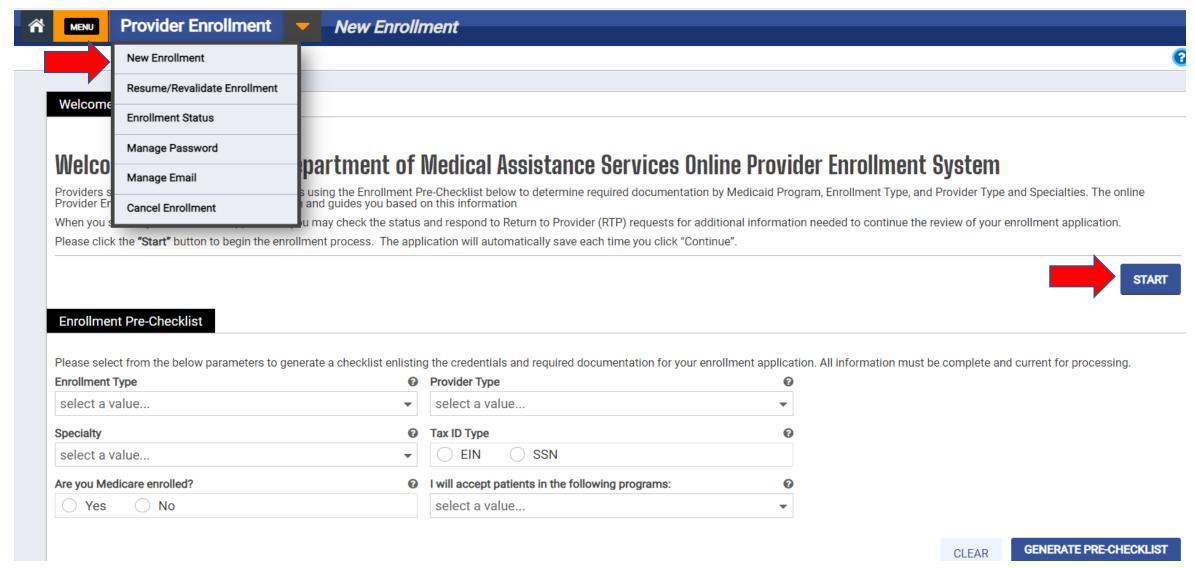
English -

Create User Account

Contact Us → Login

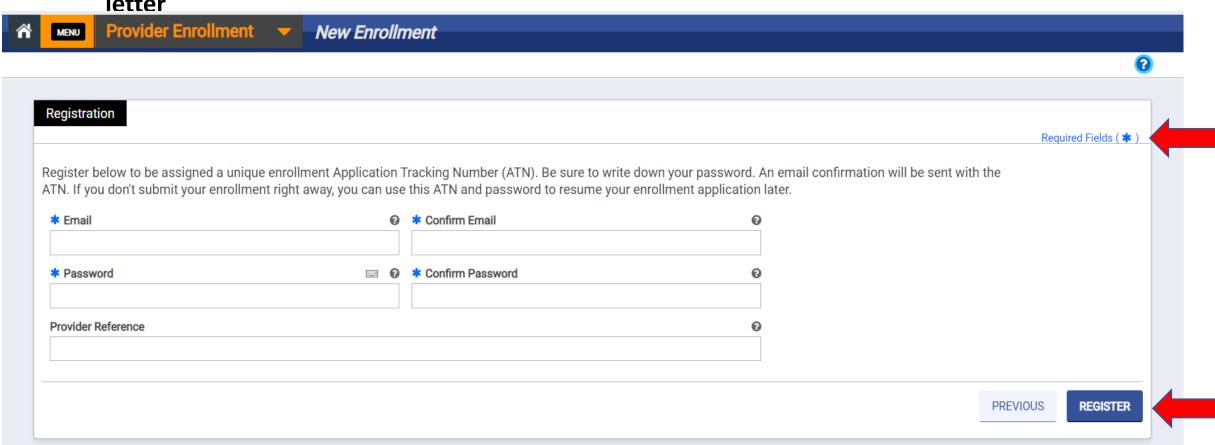


- Enrollment Type Facility/Organization
- Provider Type 056-Waiver Services
- Specialty 841-Brain Injury Case Management



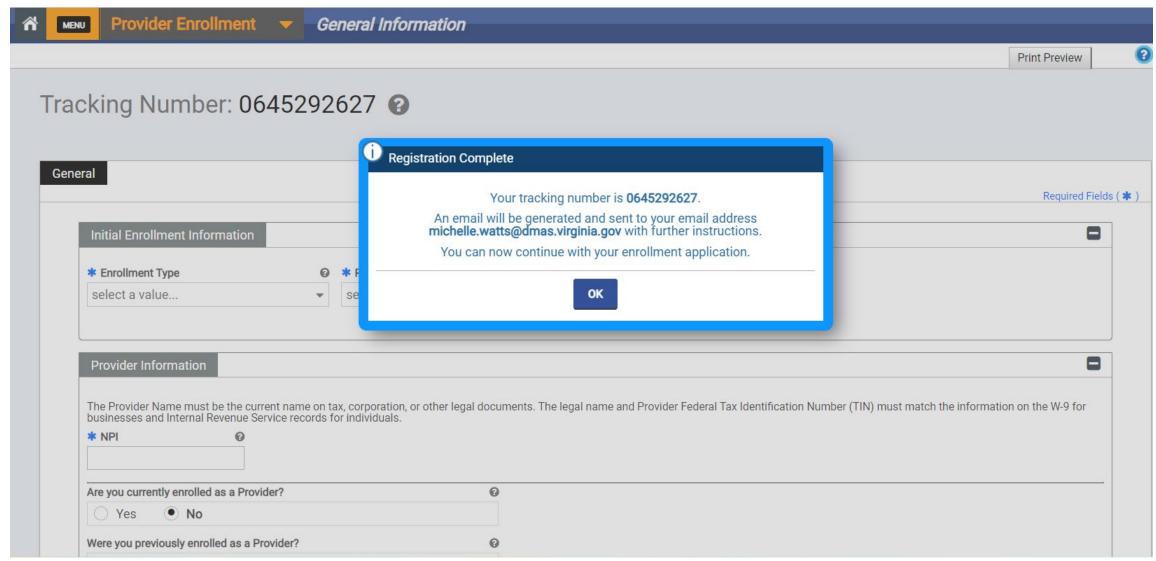
REGISTRATION

- *Required Fields
 - Email receive communication related to this application and notifications prior to submission
 - Password between 8 and 20 characters, one number, one upper-case, and one lower case letter



ATN - TRACKING NUMBER

- Emailed during the enrollment process
- Used along with your password to resume application, if necessary, or to check the status after submission



New Enrollment Registration Notification



If there are problems with how this message is displayed, click here to view it in a web browser. The actual sender of this message is different than the normal sender. Click here to learn more.

Dear Provider,

Congratulations! You have successfully completed your initial registration which will allow you to apply for enrollment with the Virginia Department of Medical Assistance Services within the Virginia Medicaid Web Portal. Below is your Application Tracking Number (ATN) and your user-generated password that has been associated with your enrollment application. Your partially completed enrollment application will remain available to you for completion for 30 days from the date of your last update.

ATN: 1488194915

Password: C******0

To resume your partially completed enrollment application, access the Virginia Medicaid Provider Portal, using the ATN and Password used at registration, at the website address listed below to make the required updates.

If you have questions regarding this notification, or your enrollment in the Virginia Medicaid Program, please contact the Virginia Medicaid Provider Enrollment Services Helpdesk.

Provider Enrollment Services

Helpdesk

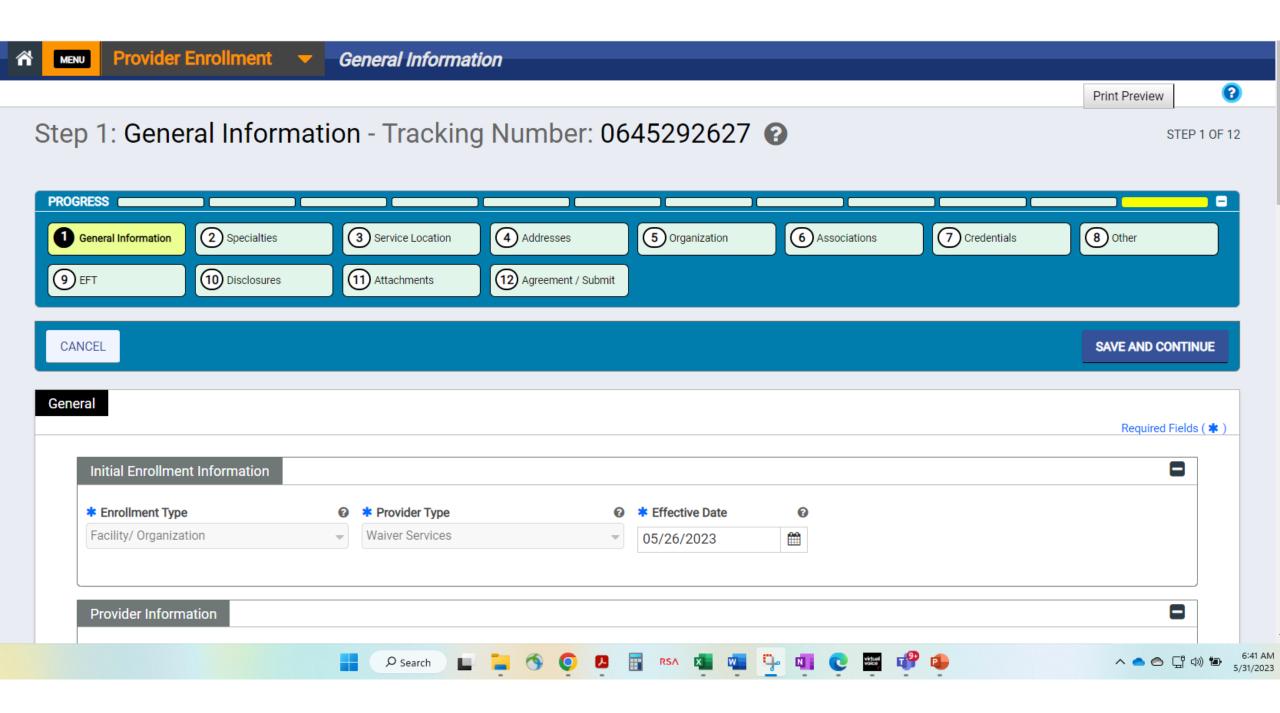
8:00 a.m. to 5:00 p.m. ET Monday through Friday Phone: (804) 270-5105 or (888) 829-5373 Fax: (804) 270-7027 or (888) 335-8476

Email:

VAMedicaidProviderEnrollment@gainwelltechnologies.com

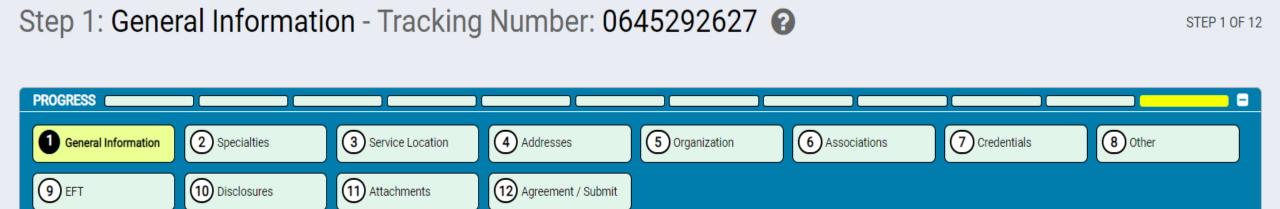
Sincerely,

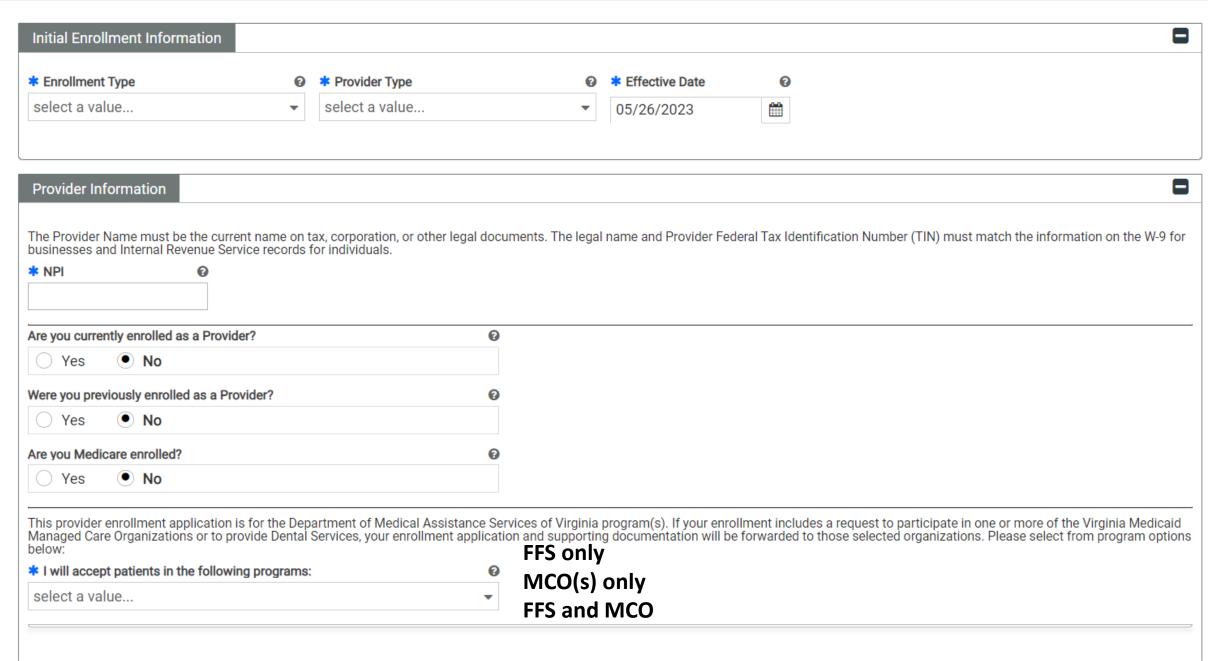
Virginia Medicaid Provider Enrollment Services



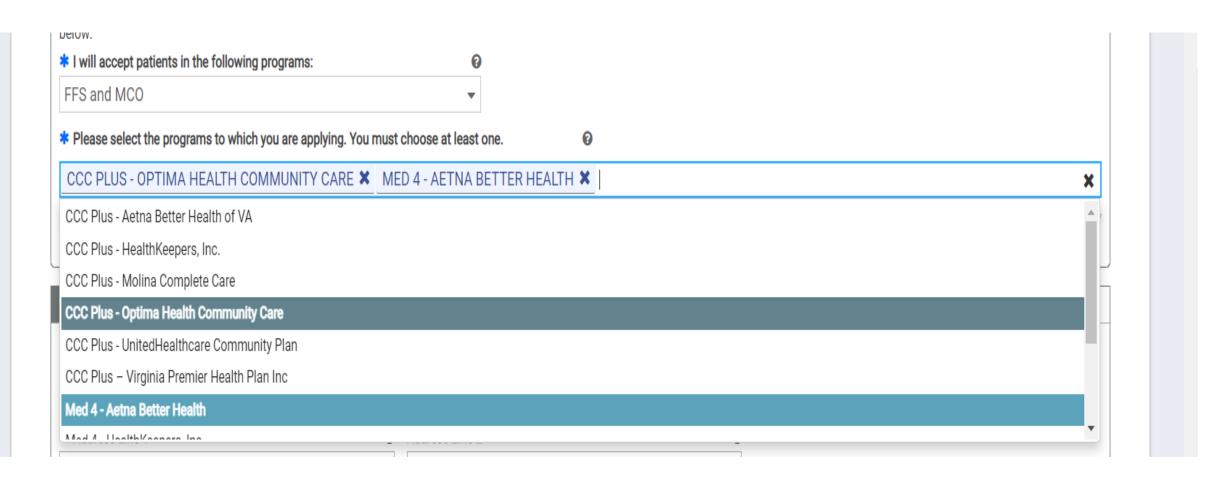
NAVIGATION BAR

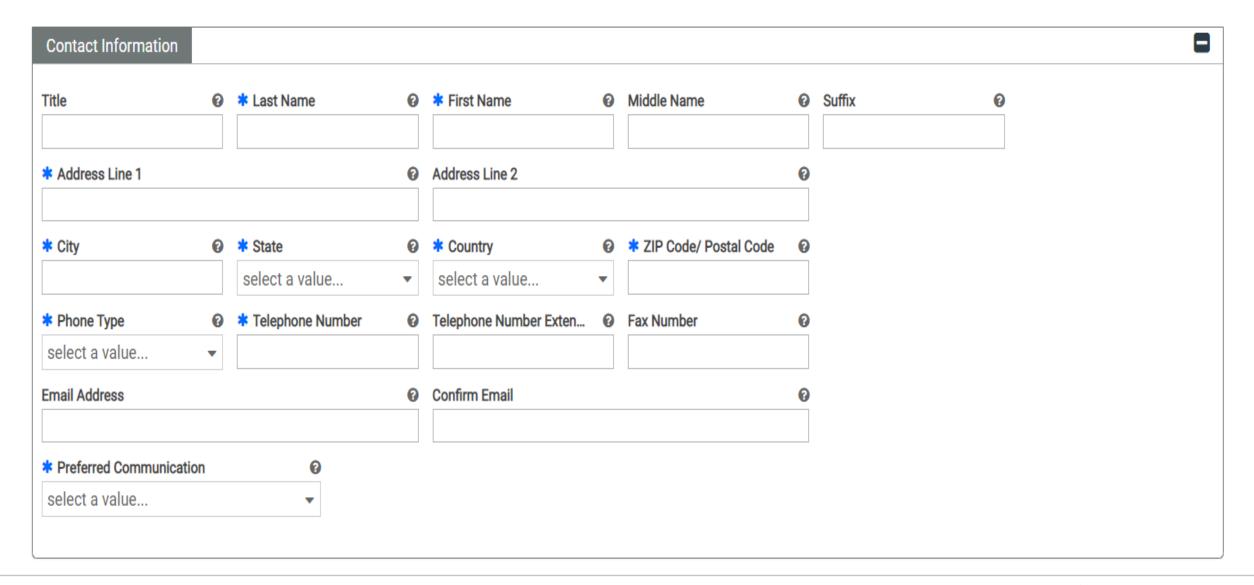
- Progress Bar visual of steps completed and how many remaining
- Module tiles display all the enrollment steps relevant to your application



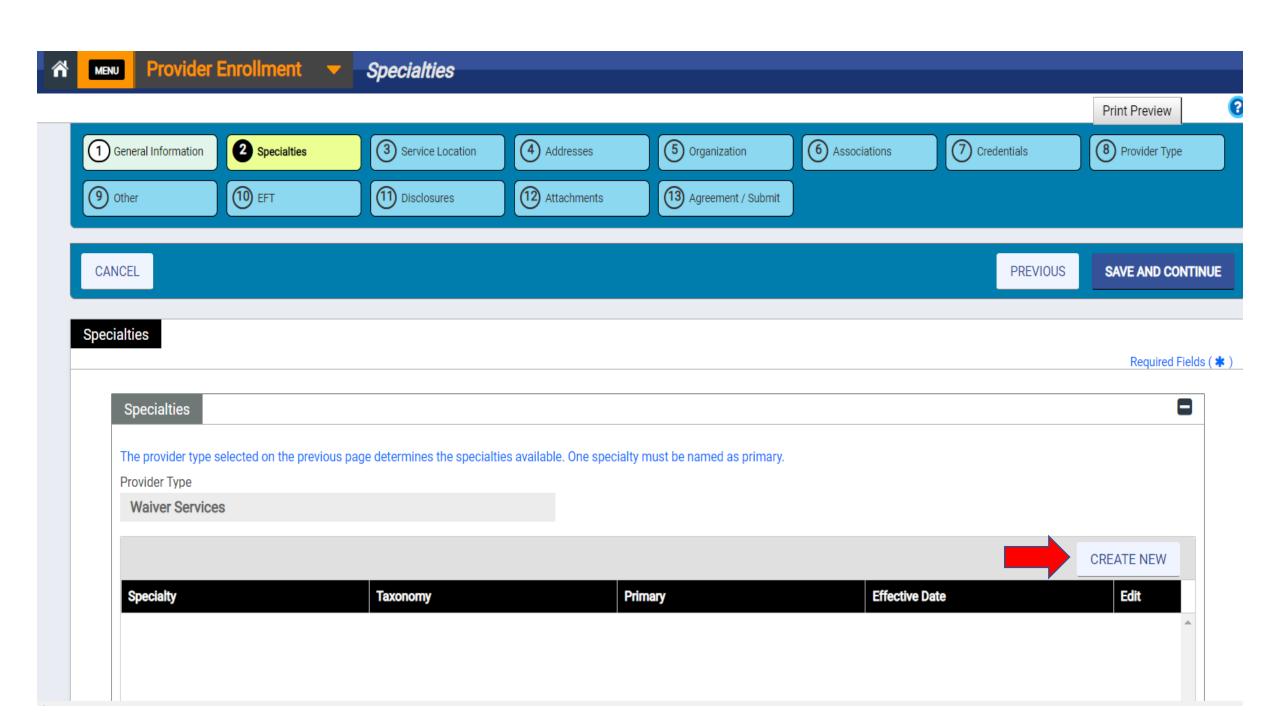


- Selection of "FS and MCO" or "MCO(s) Only" will display additional drop down
- Select the MCO(s) you wish to participate with

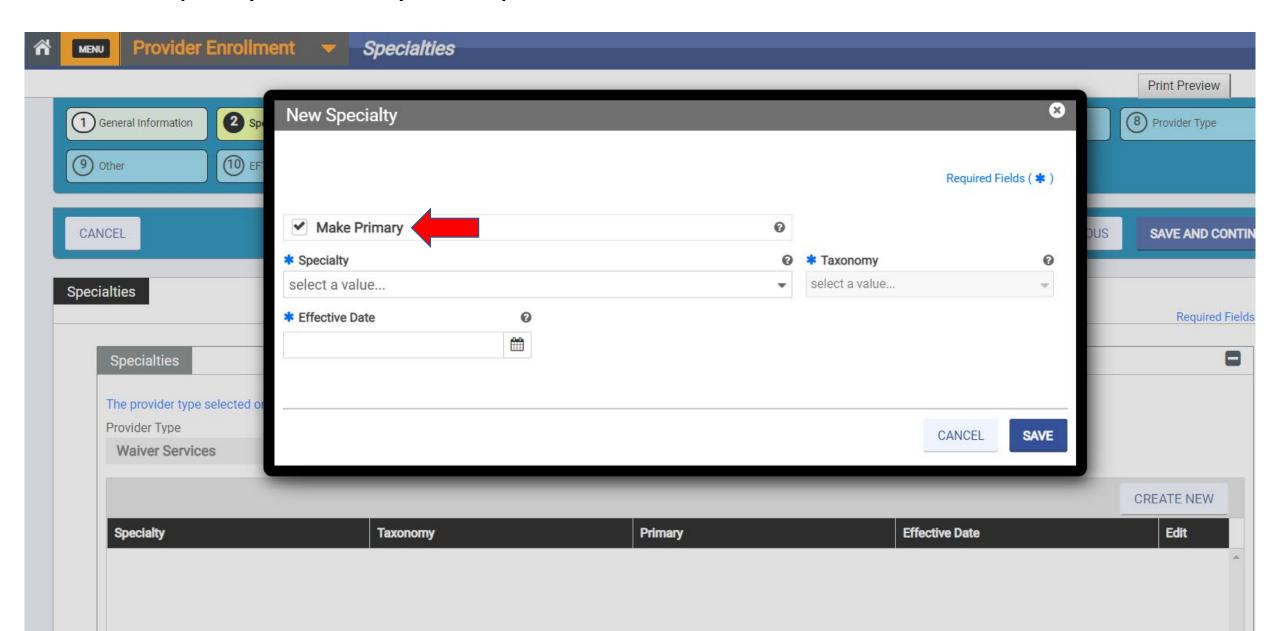








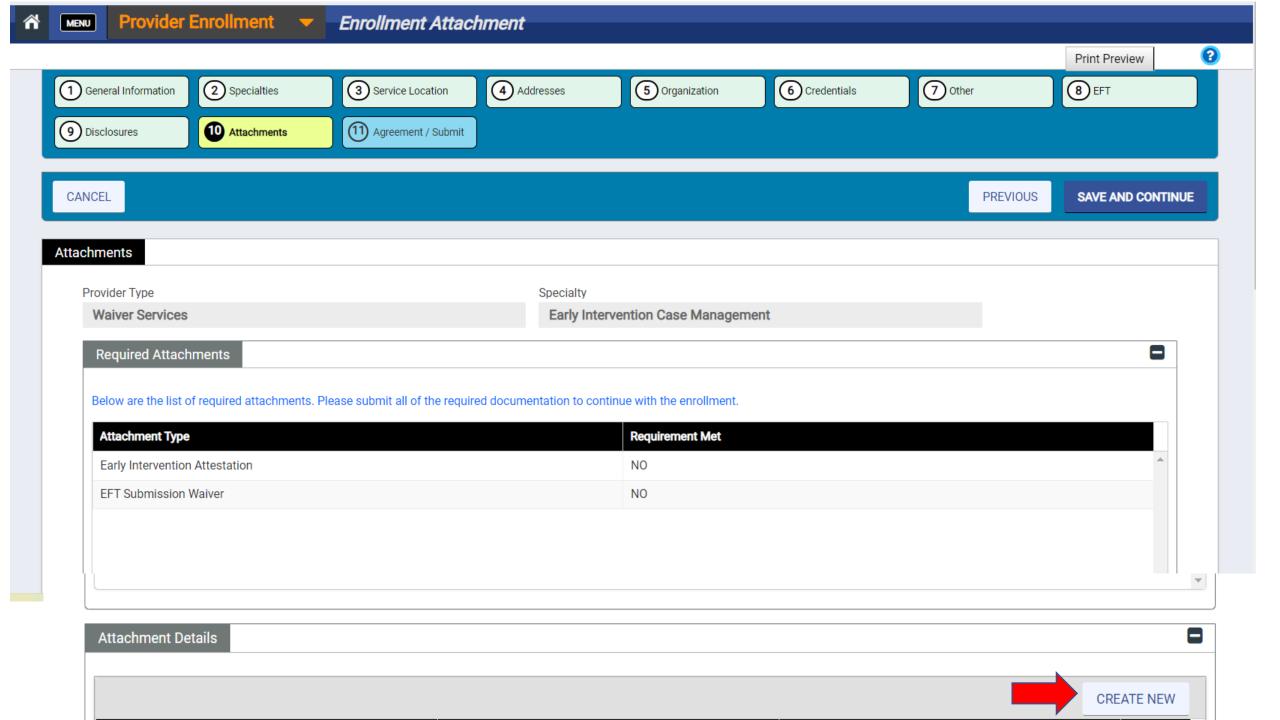
- Must make Specialty primary
- Select Specialty and Taxonomy from drop down menu



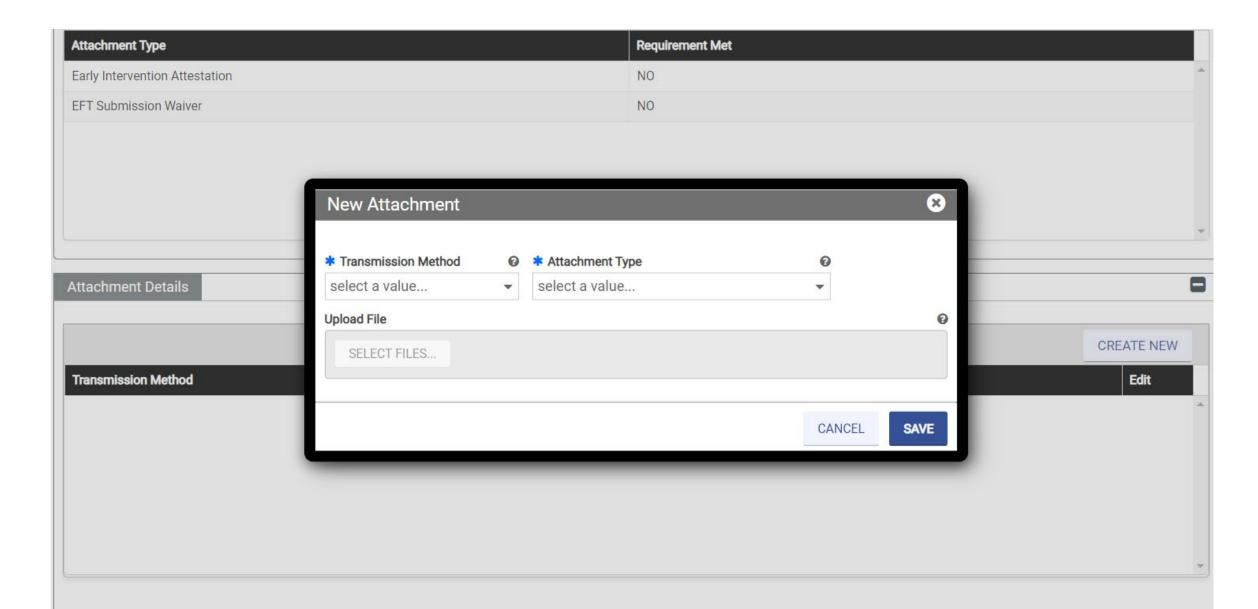
Specialties The provider type selected on the previous page determines the specialties available. One specialty must be named as primary. Provider Type **Waiver Services CREATE NEW** Edit Specialty **Taxonomy Primary Effective Date** 119-Early Intervention Case Management 251B00000X-Case Management 05/26/2023 Additional Taxonomies Additional taxonomy codes may be added below. The taxonomy codes will not be associated with a specialty. CREATE NEW

Taxonomy

Edit

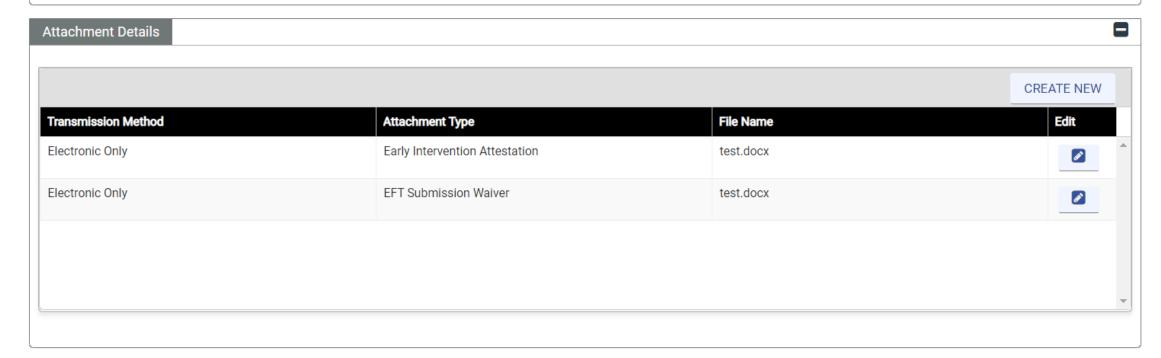


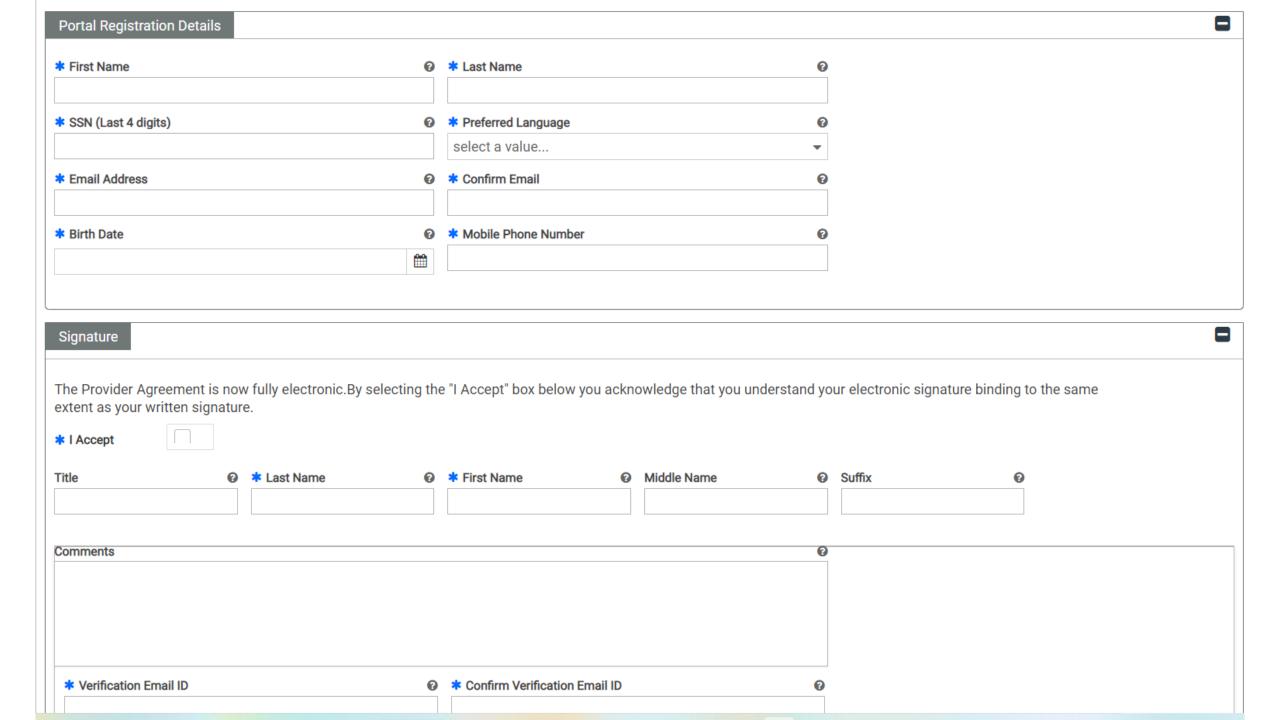
- Transmission Method Electronic
- Attachment Type Document being uploaded



Below are the list of required attachments. Please submit all of the required documentation to continue with the enrollment.

Attachment Type	Requirement Met	
Early Intervention Attestation	Yes	A
EFT Submission Waiver	Yes	
		-

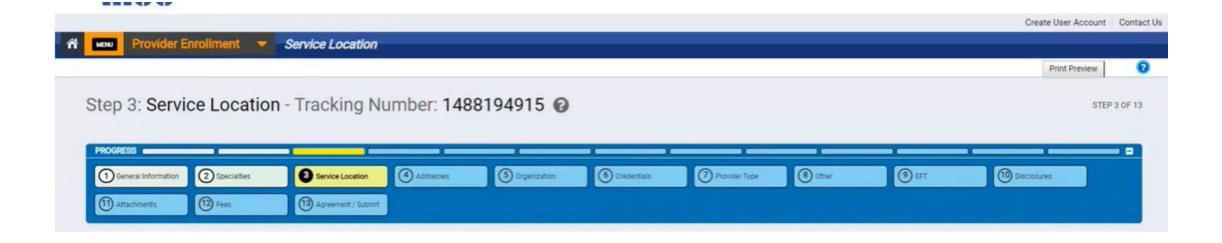


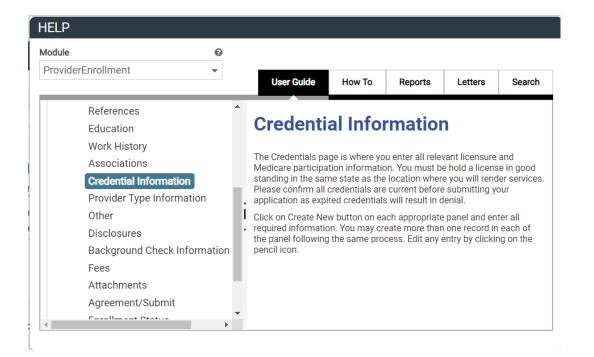


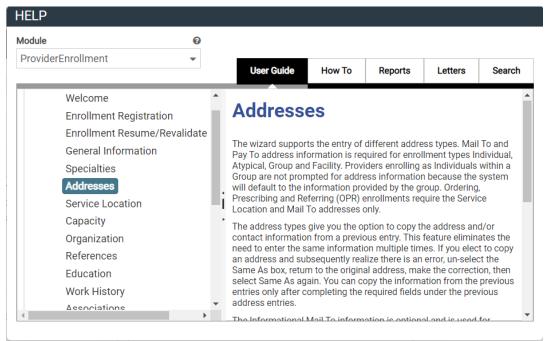
Provider Portal Registration



Hello . This is to confirm that your request for a VA MES account has been completed successfully. Please use the below one time passcode to login to your account. Password: Thank you, DMAS MES Identity, Credential and Access Management Team This is an auto generated email from DMAS Medicaid Enterprise System, please do not reply to this message. This message is for the designated recipient only and may contain privileged information.







Resources

- https://vamedicaid.dmas.virginia.gov/training/providers
 - Provider Training Links
 - How to Access MES
 - How to Enroll as a Provider
 - Provider Enrollment Guide
 - PRSS-116 Facility/Organization Enrollment Overview
 - How to Use the Provider Portal
 - How to Use the MCO Portal

QUESTIONS







IDENTIFYING MEMBER'S ENROLLMENT STATUS IN MMIS

Jacqueline Brown, LPN
Nurse Case Coordinator

Strategic Transition to Managed Care

Two managed care programs

CCC Plus

Medallion 4.0



- Serving older adults and disabled
- Includes Medicaid-Medicare eligible
- 310,224,000 individuals

- Serving infants, children, pregnant women, parents
- 1.2 individuals



- Long-term services and supports in the community and facility-based, acute care, pharmacy
- Incorporating community mental health
- Births, vaccinations, well visits, sick visits, acute care, pharmacy
- Adult dental services, enhanced behavioral health services, inclusive of crisis services, expanded tobacco cessation services and a doula benefit went into effect in 2022.
- Incorporating community mental health
- TPL & Early Intervention is carved into M4.0



- Implementation started Aug 2017
- Implemented statewide in January 2018

- Building on two decades of managed care experience
- Implemented in August 2018



Approximately \$30B over 5 years

Estimated \$10B-\$15B over 5 years







How to determine a Member's Enrollment Status:

- ELIGIBILITY SCREEN:
 - 1. BENEFIT PLAN
 - 2. PROVIDER ID
 - 3. PLAN DESCRIPTION
 - 4. EXCEPTION INDICATOR



BENEFIT PLAN



Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01{14}0901		TIDEWT	0247719971	03/01/2021	12 31 9999	00	000	A	03/01/2021
01-01-0100	X	MED COMPLEX	0562427754	02/19/2021	12 31 9999	χ	000	A	02/19/2021
01-01-0100		MEDICAID FF	0000000000	01/01/2019	12 31 9999	DF	000	Α	11/19/2018
01-43-4901		TIDEWT	0562427754	01/01/2019	02 28 2021	00	226	Α	12/19/2018

14-Indicates members in CCC Plus

43-Indicates members in Medallion 4.0

01-Indicates members in FFS



PROVIDER ID



05/22/2023

000000000-Fee-for-Service



PROVIDER ID



Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01-43-4906		MCO NTHWIN	0562425543	07/01/2022	12 31 9999	10	000	Α	06/07/2022
01-01-0100		MEDICAID FF	0000000000	05/14/2022	12 31 9999	DF	000	Α	05/26/2022
01-43-4906		MCO NTHW IN	0562425972	05/14/2022	06 30 2022	10	215	Α	05/26/2022
01-01-0300		MED PREMIUM	0000000000	05/14/2022	05 14 2022	00	097	٧	05/26/2022
01-01-0400		MED CO & DE	0000000000	05/14/2022	05 14 2022	00	097	٧	05/26/2022

0562425543-Medallion 4.0 Plan: Aetna



PROVIDER ID



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Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01-14-0901		MCO TIDEW TR	0247726836	03/01/2018	12 31 9999	10	000	Α	02/07/2018
01-14-0901		MCO TIDEW TR	0247725432	01/01/2018	02 28 2018	10	613	Α	12/19/2017
01-03-0801		XIX TIDEW TR	0047003253	11/01/2014	12 31 2017	00	628	Α	04/02/2007
01-03-0801		XIX TIDEW TR	0047000663	04/01/2007	10 31 2014	00	232	Α	04/02/2007
01-03-0801		XIX TIDEW TR	004700066	09/01/2005	03 31 2007	00	031	Α	04/02/2007
01-01-0100		MEDICAID FF	000000000	08/01/2005	12 31 9999	DF	000	Α	07/12/2005
01-01-0300		MED PREMIUM	000000000	08/01/2005	08 01 2005	00	097	V	07/12/2005

0247726836-CCC Plus Plan: Anthem



PLAN DESCRIPTION



Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
07-43-4901		FAMIS TIDW	0575325995	12/01/2022	12 31 9999	00	000	A	11/19/2022
07-01-0100		FAMIS FFS	0000000000	06/06/2022	12 31 9999	DF	000	Α	11/04/2022
07-43-4901		FAMIS TIDW	0575325995	06/06/2022	08 31 2022	00	097	Α	11/04/2022
V 1-V 1-V 000		MEDI KEMOM		00/01/2000		••			0771272000

FAMIS TIDW-FAMIS Tidewater Region



EXCEPTION INDICATOR



Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01-14-0901		MCO TIDEWTR	0247719971	01/01/2023	02 28 2023	88	097	Α	01/31/2023
01-01-0100	9	CCC PLUS	000000000	12/16/2022	02 28 2023	88	097	Α	01/31/2023
01-43-4901		MCO TIDEWTR	0562427754	11/01/2022	12 31 2022	10	488	Α	10/18/2022
01-01-0100		MEDICAID FF	0000000000	09/01/2022	02 28 2023	DF	097	Α	10/05/2022
01-01-0300		MED PREMIUM	000000000	09/01/2022	09 01 2022	00	097	V	10/05/2022
01-01-0400		MED CO & DE	0000000000	09/01/2022	09 01 2022	00	097	V	10/05/2022

9-Aged Waiver



EXCEPTION INDICATOR



Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01-01-0100	9	CCC PLUS	000000000	04/28/2023	12 31 9999	03	000	٧	05/11/2023
01-43-4906		MCO NTHWIN	0562425972	10/01/2022	05 31 2023	00	488	٧	05/11/2023
01-14-0906		MCO NTHWIN	0247726836	09/01/2022	09 30 2022	10	627	V	05/11/2023
01-01-0100		MEDICAID FF	000000000	08/01/2022	12 31 9999	DF	000	٧	05/11/2023
01-01-0100	EI	El	1184823155	08/01/2022	01 12 2024	00	320	V	05/11/2023
01-01-0100		XIX LS HOSP	1689656183	08/01/2022	09 01 2022	86	403	٧	05/11/2023
01-14-0906		MCO NTHWIN	0247725432	08/01/2022	08 31 2022	10	613	V	05/11/2023

L-Long Stay Hospital



EXCEPTION INDICATOR



Benefit Pla	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01-43-4906		MCO NTHWIN	0562425972	02/01/2023	05 31 2023	88	097	A	04/25/2023
01-14-0906		MCO NTHWIN	0247726836	12/01/2022	12 31 2022	10	627	Α	10/27/2022
01-14-0906		MCO NTHWIN	0247726836	11/01/2022	11 30 2022	10	613	Α	10/19/2022
01-43-4906		MCO NTHWIN	0562425972	11/01/2022	11 01 2022	10	488	V	10/13/2022
01-01-0100	(1)	XIX ICF	1902347420	08/25/2022	12 31 9999	00	000	V	10/03/2022
01-01-0100	1	XIX ICF	1902347420	08/25/2022	11 01 2022	00	403	Α	10/13/2022
01-01-0100	1	XIX ICF	1023526472	08/11/2022	08 15 2022	00	403	A	02/16/2023

1-Intermediate Care Facility



Medallion 4.0 MCOs



MCO Name	MCO Number
AETNA BETTER HEALTH	0562425543
ANTHEM HEALTKEEPERS	0562425972
OPTIMA HEALTH PLAN	0562427754
MOLINA COMPLETE CARE	0575325995
UNITED HEALTHCARE	0575326118



CCC Plus MCOs



MCO Name	MCO Number
MOLINA COMPLETE CARE	0247725432
UNITED HEALTH CARE	0247725788
AETNA-COVENTRY HEALTH CARE OF VA	0247726596
ANTHEM HEALTHKEPPERS	0247726836
OPTIMA	0247719971





