



# Winter Newsletter 2022

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## KEPRO WEBSITE

Please take a moment and visit [dmas.kepro.com](https://dmas.kepro.com) and experience our website.

## KEPRO OFFICE LOCATION

Effective 01/01/2022, the new office location is: 6802 Paragon Place, Suite 440, Richmond, Virginia 23230

## PROVIDER INSTRUCTIONS FOR UPDATING EMAIL ADDRESSES IN ATREZZO

- Access Atrezzo Provider portal at [atrezzo.kepro.com/Account/Login.aspx](https://atrezzo.kepro.com/Account/Login.aspx)
- Hover over the My Account tab and select My Account
  - Basic demographic information will display
- Review /update email address ( Email address should reflect your individual work email address and NOT company/general email address)
  - IF email address needs to be updated, delete current email address displayed and enter new/updated email address, confirm email address then select change profile.



### ACCOUNT INFORMATION

ACCOUNT INFORMATION

New Password:

Confirm New Password:

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### CONTACT INFORMATION

First Name: \*

Last Name: \*

Email Address: \*

Confirm Email:

Address 1:

Address 2:

City:

State:

Zip:

Phone Number:

Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below.

Fax Number: \*

\* denotes required field




## CARDINAL CARE TRANSITION

The Virginia Department of Medical Assistance Services (DMAS) is in the process of planning for a transition to Cardinal Care, a unifying brand encompassing all health coverage programs for Medicaid members. Cardinal Care will combine Virginia’s two existing managed care programs – Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus) – to create a single identity for all members receiving services through Medicaid health plan partners. The overarching brand and program alignment will also include fee-for-service Medicaid members, ensuring smoother transitions for individuals whose health care needs evolve over time.

If you have questions, please email the Cardinal Care Managed Care contract inbox at [ccmcontract@dmas.virginia.gov](mailto:ccmcontract@dmas.virginia.gov).

Providers can also contact their managed care health plan for more information. Please find contact information listed for the plans in the right column.

 <b>Cardinal Care MCO Provider Contact Information</b>	
<b>MCO</b>	<b>Phone/Website</b>
Aetna Better Health of Virginia	1-800-279-1878 <a href="http://www.aetnabetterhealth.com/virginia/providers/index.html">www.aetnabetterhealth.com/virginia/providers/index.html</a>
Anthem HealthKeepers Plus	Medallion - 1-800-901-0020 CCC Plus – 1-855-323-4687 <a href="http://www.anthem.com/">www.anthem.com/</a>
Molina Healthcare of Virginia	1-800-424-4518 <a href="http://www.molinahealthcare.com/providers/va/medicaid/home.aspx">www.molinahealthcare.com/providers/va/medicaid/home.aspx</a>
Optima Health	Medical - 1-800-229-8822 Behavioral Health – 1-800-648-8420 <a href="http://www.optimahealth.com/providers/provider-support/manuals">www.optimahealth.com/providers/provider-support/manuals</a>
UnitedHealthcare	Medallion: 1-844-284-0146 CCC Plus: 1-877-843-4366 <a href="http://www.uhcprovider.com/">www.uhcprovider.com/</a>
Virginia Premier Health Plan	1-800-727-7536 <a href="http://www.virginiapremier.com/providers//medicaid/provider-resources/">www.virginiapremier.com/providers//medicaid/provider-resources/</a>



## COVID FLEXIBILITIES

The active items in this chart are authorized by the federal public health emergency (PHE) and will remain in place until the end of the federal PHE. The COVID-19 Federal Public Health Emergency has been extended until October 13, 2022.

Flexibility	Status	Waivers	
Suspend all co-payments for Medicaid and FAMIS members.	Active	Reduce quality sampling requirements for waiver services due to limited provider capacity to provide files for desk audit.	Active
Telehealth policies – as described in prior Medicaid Memoranda issued on March 19, 2020, May 15, 2020, and September 30, 2020 – including waiver of penalties for HIPAA non-compliance and other privacy requirements.	Active	Allow Therapeutic Consultation activities that do not require direct intervention by the behaviorist to be conducted through telephonic/video- conferencing methods.	Active
Electronic signatures will be accepted for visits that are conducted through telehealth.	Active	The timeframes for the submission of the CMS 372 and the evidentiary package(s) will be extended as needed pursuant to the emergency. In addition, the state may suspend the collection of data for performance measures other than those identified for the Health and Welfare assurance and notes that as a result the data will be unavailable for this time frame in ensuing reports due to the circumstances of the pandemic.	Active
<b>Waivers</b>		<b>Appeals</b>	
Members who receive less than one service per month will not be discharged from a HCBS waiver.	Active	For all appeals filed during the state of emergency, Medicaid members will automatically keep their coverage.	Active
Any member with a significant change requesting an increase in support due to changes in medical condition and/or changes in natural supports must have an in-person visit.	Active	There will be no financial recovery for continued coverage for appeals filed during the period the emergency.	Active
Allow legally responsible individuals (parents of children under age 18 and spouses) to provide personal care/personal assistance services for reimbursement.	Active	Delay scheduling of fair hearings and issuing fair hearing decisions due to an emergency beyond the state's control.	Active
Personal care, respite, and companion aides hired by an agency shall be permitted to provide services prior to receiving the standard 40-hour training.	Active	The state may offer to continue benefits to individuals who are requesting a fair hearing if the request comes later than the date of the action under 42 CFR 431.230.	Active
Residential providers are permitted to not comply with the HCBS settings requirement at 42 CFR 441.301(c)(4)(vi)(D) that individuals are able to have visitors of their choosing at any time.	Active	Allows applicants and beneficiaries to have more than 90 days to request a fair hearing for eligibility or fee-for-service appeals.	Active
Allow an extension for reassessments and reevaluations for up to one year past the due date.	Active	Modification of the timeframe under 42 C.F.R. §438.408(f)(2) for enrollees to exercise their appeal rights to allow more than 120 days to request a fair hearing when the initial 120th day deadline for an enrollee occurred during the period of this section 1135 waiver.	Active
Add an electronic method of signing off on required documents such as the person-centered service plan.	Active		
Allow beneficiaries to receive monthly monitoring when services are furnished on a less than monthly basis.	Active		
The State is responding to the COVID-19 pandemic personnel crisis by authorizing case management entities to provide direct services. Therefore, the case management entity qualifies under 42 CFR 441.301(c)(1)(vi) as the only willing and qualified entity; Current safeguards authorized in the approved waiver will apply to these entities.	Active		





## LICENSE EXPIRED NOTIFICATION

Providers, if you recently received a License Expired Termination Notification, you **DO NOT NEED TO TAKE ACTION**. Due to outdated provider licensing information, some providers did not receive proper notification of license expiration. DMAS is working expeditiously to reinstate all terminated service locations. A future notice will be sent to you requiring your updated licensing information to be submitted for continued enrollment. If you have any questions, please send them to [askmes@dmas.virginia.gov](mailto:askmes@dmas.virginia.gov).

## MEMBER ELIGIBILITY AND ENROLLMENT

Continuity of coverage will remain in place for Medicaid members through the end of the federal Public Health Emergency (PHE) and Maintenance of Effort (MOE). No closures or reduction of coverage will be taken on Medicaid enrollments through the end of the federally declared emergency unless a death is reported, an enrollee moves from Virginia permanently, or an enrollee requests closure of coverage. Individuals who become incarcerated must have their coverage reduced to cover inpatient services only.

Federal continuity of coverage requirements do not apply to lawfully residing non-citizen pregnant women or children under age 19. Additionally, the continuity of coverage requirements do not apply for coverage in the Family Access to Medical Insurance Security (FAMIS) or FAMIS MOMS programs. Individuals who no longer meet eligibility requirements in the FAMIS or FAMIS MOMS programs will be re-determined and enrolled in other coverage or, if no longer eligible, referred to the Federal Marketplace for coverage options.

Long-term services and supports (LTSS) providers, please note that eligibility workers are unable to process increases in patient pay at this time due to the PHE and MOE.

## MES IMPLEMENTATION

As of April 4, 2022, DMAS replaced VAMMIS with Medicaid Enterprise System (MES).

For additional information:

Medicaid Enterprise System Information for Fee-for-Service Providers at [www.dmas.virginia.gov/for-providers/medicaid-enterprise-system/fee-for-service-providers/](http://www.dmas.virginia.gov/for-providers/medicaid-enterprise-system/fee-for-service-providers/)

Medicaid Enterprise System Provider Training at [vamedicaid.dmas.virginia.gov/training/providers](http://vamedicaid.dmas.virginia.gov/training/providers)

Email your Medicaid Enterprise System general questions to [AskMES@dmas.virginia.gov](mailto:AskMES@dmas.virginia.gov).

## SUBMITTING REQUEST TIMELY

Please take a moment and review your provider manual for timeliness requirements. All service manuals can be found on the DMAS website. Timely submissions can prevent delays your client receiving the required services.

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

## PROVIDER ONGOING SUGGESTIONS

Please submit any ongoing suggestions, comments, or recognition to the following email box:

[VAproviderissues@kepro.com](mailto:VAproviderissues@kepro.com)