

Partnership for Petersburg

As part of an initiative to encourage non-traditional clinic hours for our members, the Department of Medical Assistance Services (DMAS) hosted its second maternal health clinic on Saturday, January 27, 2024, at Bon Secours Southside OBGYN Office in Petersburg. The clinic ran from 9:30am-12pm and DMAS and its MCOs filled all available appointment slots for members to receive services from Dr. Daphne Bazile and her team.

The appointments ranged from annual check-ups, prenatal and postpartum follow-up visits. We are planning another extended clinic day and community baby shower in Spring 2024.

Cardinal Care Managed Care Contract

In Fall 2023 DMAS received approval from the Centers for Medicaid and Medicare Services (CMS) to consolidate the two managed care contracts known as Medallion 4.0 and Complex Coordinated Care Plus into a single contract called Cardinal Care.

For more information about DMAS' managed care plans, please go to VirginiaManagedCare.com.

The Enrollment Helpline for CCC Plus members has switched to the Managed Care helpline at 1-800-643-2273 (TTY: 1-800-817-6608). The old CCC Plus helpline number will forward members to the new helpline during this transition. The hours remain the same: Monday – Friday, 8:30 a.m. to 6 p.m. DMAS will use the VirginiaManagedCare.com address and 1-800-643-2273 (TTY: 1-800-817-6608) phone number on managed care materials in the future.

(CCC Plus home-and-community-based waiver services will continue to operate as the CCC Plus HCBS Waiver.)

Provider Enrollment/MES/PRSS

The Centers for Medicare and Medicaid Services (CMS) requires that **all** MCO network providers who service Medicaid patients through any of our Managed Care Organization (MCO) networks, enroll with the State through Provider Services Solution (PRSS) Enrollment Portal. If providers are already enrolled, they do not need to enroll again and only need to enroll once regardless of the number of health plans in which the provider participates. Providers who do not comply with this requirement risk claims being denied and removed from the Virginia Medicaid network. This includes all Medicaid managed care network providers, regardless of specialty, and ordering, referring, and prescribing providers. All Medicaid Providers are required to register and be screened with DMAS as a part of the Federal Cures Act. This includes in-state, out-of-state, and border providers. PRSS Enrollment is facilitated through: <https://virginia.hppcloud.com/>

- Click on Menu in the top left corner, select “Provider Enrollment,” and then choose “New Enrollment.”
- Toll free line: please contact 1-888-829-5373 or 804-270-5105
- Provider Training: <https://vamedicaid.dmas.virginia.gov/training/providers>

Provider Revalidations

DMAS has implemented a new Manage Revalidation panel within the PRSS Provider Portal which displays a listing of the in-process revalidation ATNs for the Provider Base ID and any locations for whom that provider may be an Authorized Administrator (AA) for a Primary Account Holder. This provides the information needed for the provider to access the revalidation application without having to match up all the notification emails and provides a link directly into the Resume/Revalidate Enrollment page to reset the password if needed.

DMAS VICC Updates – March 2024

The Provider Portal User Guide can be found on the MES Provider Training webpage and has been updated to with information on the new Manage Revalidation tab. [Provider Training Resources | MES \(virginia.gov\)](#)

There is a dedicated MES MCO Only webpage with helpful resources. Providers can utilize the Provider Extract spreadsheet contained on this page to verify the enrollment of their NPI in PRSS and determine their revalidation due date. MCO Provider Network Resources: <https://vamedicaid.dmas.virginia.gov/provider/mco>

All providers should check the Provider Extract spreadsheet (link below), which lists all active, enrolled Virginia Medicaid providers and zip codes for related service locations. Providers can download the file and use the spreadsheet to see if all their NPIs and service locations are enrolled and are revalidation due date. [Provider Extract File](#)

DMAS will be sending notifications in the upcoming months to all providers found to have expired licenses in PRSS. If you receive this notification, you must take action to update PRSS with your current license. If this is not updated by the date indicated on your notification your enrollment will be terminated

Dental providers will not be required to enroll through PRSS, enrollment will continue through DentaQuest's ASO portal.

Enrollment Management Changes for PT, OT and SLP providers

The Virginia Department of Medical Assistance Services (DMAS) implemented changes to the enrollment management for individual physical therapists (PT), occupational therapists (OT), and speech therapists (ST). Additional details about terminated or added service locations can be found on the [MES website](#). For further questions call the Provider Enrollment Help Desk at 1-888-829-5373.

Bi-Monthly Provider Focus Groups:

- The goal of this focus group is to help DMAS build engagement with active provider communities and all provider types and to discuss provider related topics.
- Providers participating in the focus groups will have the opportunity to ask questions and provide feedback. One goal of the focus groups is to improve education on claims reimbursement for fee-for-service providers.

March 11, 2024, from 11:00am-12:30pm

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 211 304 063 183

Passcode: jFPCA w

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 434-230-0065,380987463#](tel:+14342300065380987463) United States, Lynchburg

Phone Conference ID: 380 987 463#

Public Health Emergency (PHE) Unwinding of the Continuous Coverage Requirement

The Unwinding of the Continuous Coverage Requirements has been in effect since March of 2023. While the coverage requirement ended March 31, 2023, states have been in planning mode since the PHE of March of 2020 to return to normal enrollment. The DMAS and Cover Virginia websites include information on Virginia's unwinding plan and any active flexibilities. Several provider flexibilities ended on November 11th, however, some flexibilities allowed through the 1902(e)14 waiver process remain in effect through the entirety of unwinding. The Medicaid.gov unwinding page goes into detail on the number of allowable flexibilities and a breakdown by state of the number and type of flexibilities adopted by each state/territory.

As of 03/02/2024, 1,827,307 members have been redetermined of the 2,166,381 unwinding cohort as of 03/2023. (Note: this cohort is only individuals who were active and expected to receive a redetermination during unwinding. This does not include any new members added to the enrollment population since March of 2023.) Out of the members redetermined, 1,522,269 members retained coverage (83%) and 305,038 members were closed (17%). Overall, Virginia has completed 84.4% of all redeterminations needed for the unwinding cohort, which is due to the amazing work DMAS, VDSS, Cover Virginia has done, as well as the invaluable collaborations with stakeholders, advocates, and managed care health plans to ensure all eligible Virginians have access to high quality health care

Child Health Updates

Early Intervention/MCO Enrollment – If you continue to experience long processes to enroll with an MCO, please utilize the Early Intervention MCO Contact List to reach the correct representative to find out your status of your enrollment. MCOs typically can take between 60-90 days; however, there may be unanticipated delays. Continue to reach out to the MCOs to check the status of your enrollment. For more information consult the EI Services section of the DMAS website at <https://www.dmas.virginia.gov/for-providers/maternal-and-child-health/early-intervention-services/>

Please continue to reach out to our Early Intervention mailbox for any questions related to EI regarding enrollment, claims, access to services, MCO issues, and member challenges.

Please email: M4earlyintervention@dmas.virgininis.gov

We are currently working with CMS to review our EPSDT information for more accurate and efficient ways to help members access the EPSDT benefit. We are reviewing current guidance related to the EPSDT benefit and impact of services such as translation and interpreter services. We continue to provide updates on changes and upcoming trainings related to the EPSDT benefit.

Please continue to reach out to our EPSDT mailbox: EPSDT@dmas.virginia.gov for any policy questions related to the EPSDT benefit.

Foster Care Program Updates

DMAS hosts statewide virtual meetings every other month as part of the Foster Care Partnership. The purpose of the Foster Care Partnership is to improve collaboration among those involved in the treatment and care of youth in foster care in Virginia, as well as to work toward actionable, shared goals related to improving services for youth in foster care. The next Foster Care Partnership meeting is scheduled for April 9, 2024 (anyone interested can email fostercare@dmas.virginia.gov for a link).

Baby Steps Virginia (Maternal Health Program)

In 2024, we aim to review the strides made in enhancing maternity care throughout 2023. Though not exhaustive, we wish to acknowledge specific significant achievements from the past year.

- Hosted six successful BSVA meetings for 2023
- Unwinding – Medicaid renewals for over 2.1 million members (March 2023)
- DMAS held 3 Community Doula Meetings (Feb, July, and Nov.) - The Virginia Doula Taskforce held 2 meetings (Jan, and Nov.)
- Released 2022 BSVA Annual Report (July 2023)
- Southwest Provider Summit- Abingdon, VA (September 2023)
- VNPC Summit- Community Doula Program and Medicaid Doula Benefit and highlights from The Virginia Doula Task Force (October 2023)
- Facilitated weekend clinic hours with Bon Secours Southside Regional in Petersburg (November 2023)
- Successfully mailed three rounds (July, September, November 2023) of hand addressed letters to prenatal and postpartum members who have not received a care visit with the Partnership for Petersburg

Community Doula Program

To date, 141 doulas have received state certification. Of the 141 state-certified doulas, 101 are approved and enrolled as Medicaid Doula Providers. There have been 168 doula-supported births to Medicaid members and over 372 birthing families have received doula services through Virginia Medicaid. Feedback continues to be positive from families who have received care and support from a doula. DMAS continues to focus on increasing the network of doula providers, community and provider engagement, and data. The availability of state-certified Medicaid-approved doula providers within the Commonwealth means greater access to care and support for pregnant people with the goal of improving maternal and infant health outcomes, reducing infant and maternal mortality, and helping to address racial and health disparities. More information is available about doulas, the state certification process, and the Medicaid doula benefit, on the [DMAS website](#).

Doula News Highlights

- **Doula Information Sessions** - DMAS continues to host monthly “Getting Started as a Medicaid Community Doula” information sessions to provide necessary information and live Q&A for individuals interested in achieving state certification and becoming a Medicaid doula provider. Please email babystepsva@dmass.virginia.gov if you are interested in attending a session.
- **Community Doula Meeting** – The quarterly DMAS **Medicaid Community Doula Meeting** was held on November 16, 2023. Topics included state and partner highlights, Doula Inclusivity, Doula Support and Breastfeeding, and the Maternal Postpartum Experience. Speakers included Holly DeBernard, MS, RN, FNP-C Nurse Manager, Labor & Delivery, VCU Medical Center, Jarene Fleming, State Breastfeeding Coordinator, Virginia Department of Health (VDH), and Kristina B. Hood, PhD., Associate Professor, Department of Psychology - Director, PROGRESS Lab - Virginia Commonwealth University. Please email babystepsva@dmass.virginia.gov if you are interested in attending future meetings.

Dental Coverage

On July 1, 2023, the dental program implemented a new contract with DentaQuest. There are several new programs within the new contract that aim to increase access to care for all members and ease administrative burden for providers. These programs include Smiling Stork, broken appointment program and Dental Home. These programs aim to increase member education on the importance of preventive services and improve the ongoing relationship between our members and their dentist.

DentaQuest has increased outreach activities focused on the children in the Petersburg community. Recently, DentaQuest's Outreach Coordinator participated in Petersburg Wellness Consortium meeting and various health and resource fairs in the community. DentaQuest has also partnered with Sentara and served the Hope Center food pantry. In addition to these activities, DentaQuest participated in the Central Virginia Health Services mini-MOM project. These outreach activities provide the opportunity for our outreach coordinator to be present in the community that we serve and also provide information on our program.

To align with the agency and better represent the populations that we serve, the Smiles for Children dental program will undergo a name change to CardinalCare Smiles. This name change will reflect the fact that we have transitioned from providing comprehensive coverage to only children to providing comprehensive care for all members covered in our program. The programmatic name change has begun with a target completion date of July 2024.