



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

Long Term Services and Supports (LTSS) Demographic Correction Portal (DCP)

Users Guide – DMAS Version

HIPAA Privacy Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104-191) and the¹ HIPAA Privacy Final Rule¹ provides protection for personal health information. The regulations became effective April 14, 2003. Conduent developed HIPAA Privacy Policies and Procedures to ensure operations are in compliance with the legislative mandate.

Protected health information (PHI) includes any health information whether verbal, written, or electronic, that is created, received, or maintained by Conduent. It is health care data, plus identifying information that allows someone using the data to tie the medical information to a particular person. PHI relates to the past, present, and future physical or mental health of any individual or recipient; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual. Claims data, prior authorization information, and attachments such as medical records and consent forms are all PHI.

The Privacy Rule permits a covered entity to use and disclose PHI, within certain limits and providing certain protections, for treatment, payment, and health care operations activities. It also permits covered entities to disclose PHI without authorization for certain public health and workers' compensation purposes, and other specifically identified activities.

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¹ 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

Revision History

Document Version	Date	Name	Comments
1.0	04/14/2026	Conduent Web Portal Development Team	Initial Document Creation for MES (LTSS) User Guide
2.0	05/14/2026	Conduent Web Portal Development Team	Update per DMAS Review

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1 Long Term Services and Supports (LTSS)

The LTSS Demographic Correction Portal (DCP) utilizes the existing Coverage Correction Portal (CCP) application used for coverage correction. The CCP application has been enhanced to process demographic corrections for Long Term Services and Supports (LTSS). This application supports the entry, submission and processing of the following form:

- Long Term Services and Supports Demographic Correction Form (LTSSDCF)

The application will process forms utilizing a flow controlled via the Status Tracking screen. Users will be able to review, access, and process forms based on their roles and the current status of the forms. The application supports the following user roles:

- LTSS Requestor
- DMAS Assigner
- DMAS Reviewer

This user guide will help users with how to use the LTSS enhancements in the CCP application.

1.1 User Roles

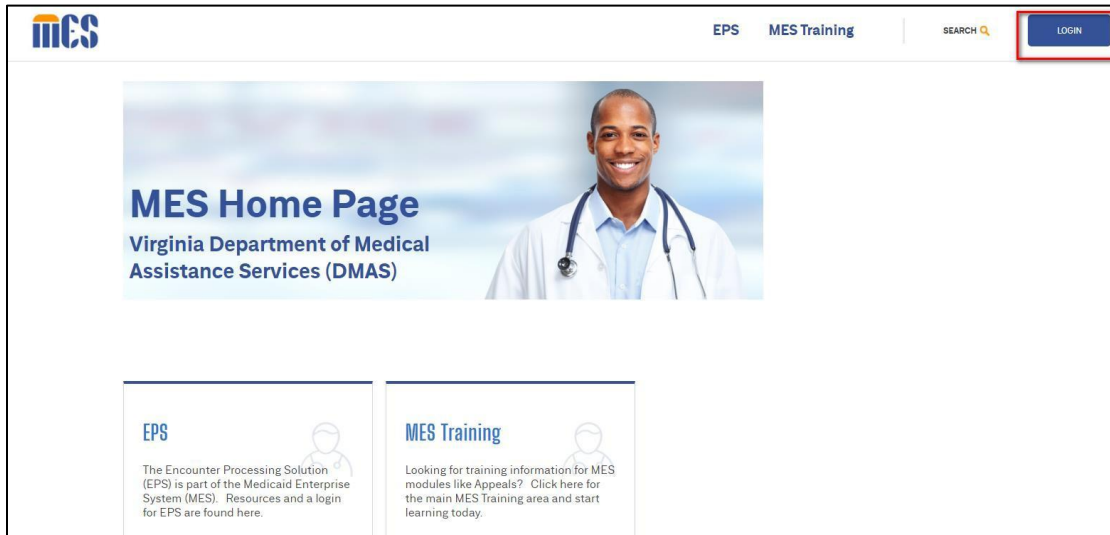
To access the LTSS DCP enhancements, users will need to be one of the following:

- LTSS Requestor/User (referred to in document as 'Requestor') – These are users who are logged in to the PRSS portal and have the ELMS_Creator Security Role
- DMAS Assigner (referred to in document as 'Assigner') – These are users who are available on the ACF2 profile with an organization of DMAS and have specifically been identified as a DMAS assigner for CCP processing.
- DMAS Reviewer (referred to in document as 'Reviewer') - These are users who are available on the ACF2 profile with an organization of DMAS and were specifically identified as a DMAS reviewer for CCP processing.

2 MES Portal Access & Navigation (Conduent MMIS Secured Provider Functions)

The Virginia MES Web Portal can be accessed through the following link:

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



Once a user has received their secured credentials, they access the MES home page and will click on the 'Login' button.

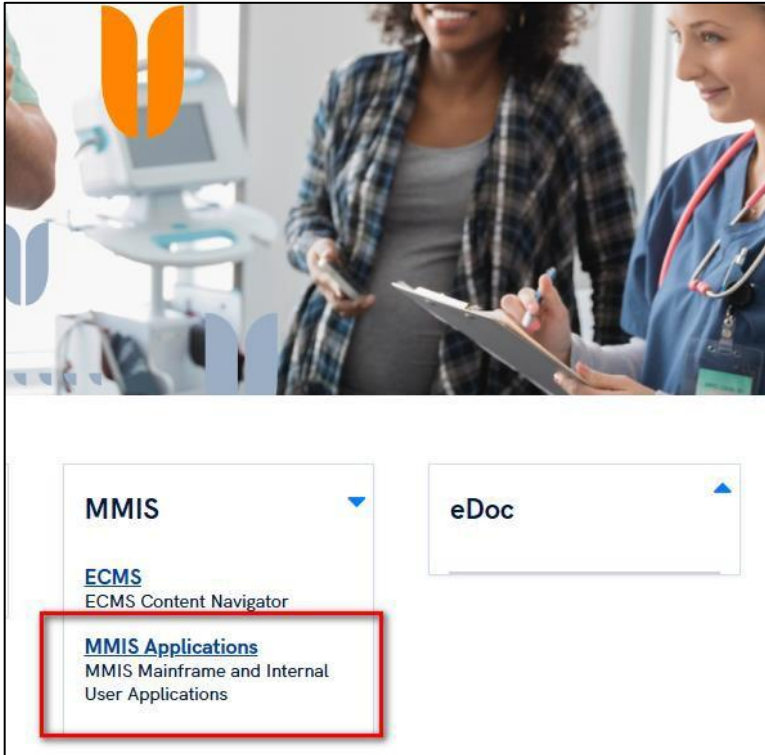


Enter User ID (email) and associated password, click 'Sign-In'.

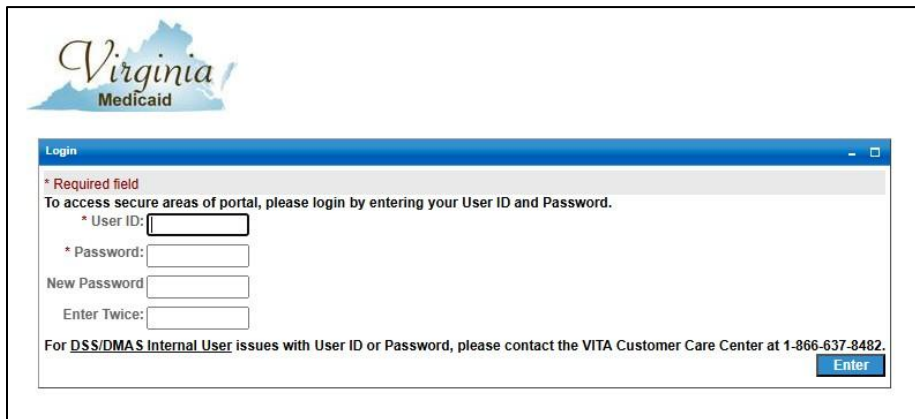
After logging in, users will see links/options based on their security roles.

2.1 MMIS Applications

Access for DMAS Assigners/Reviewers is through the MMIS Application.

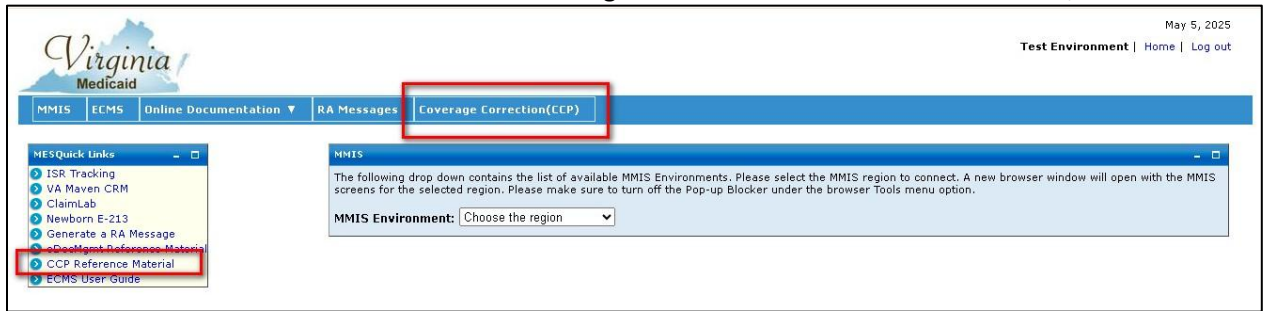


Click the MMIS Applications link. The ACF2 Login Page will display.



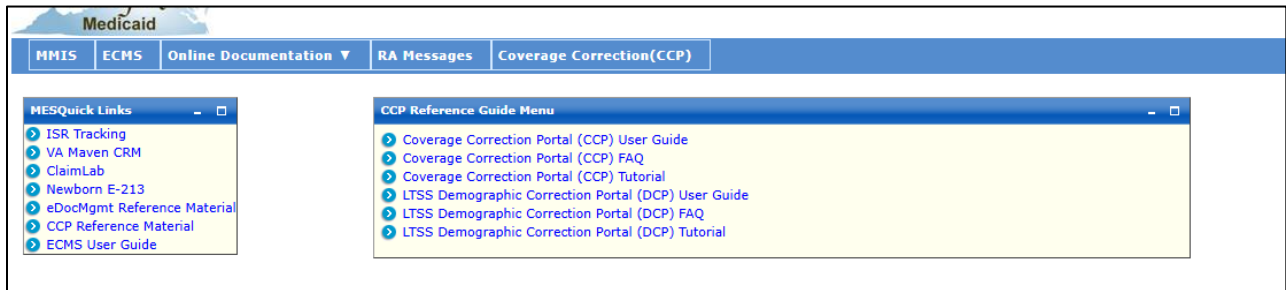
User will enter their e6code and associated password.

If the user is found on the ACF2 profile with an organization of DMAS, the new Coverage Correction Portal (CCP) tab will display on the updated Internal User Home Page.



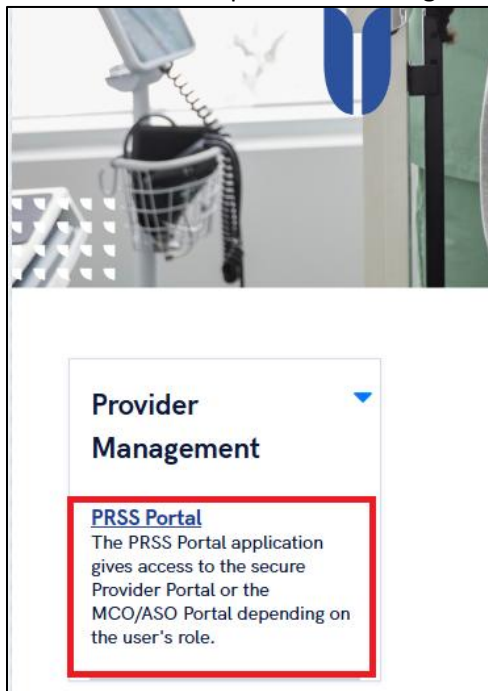
Clicking on the new Coverage Correction Portal (CCP) tab will open the CCP application in a new window leaving the Internal User home page portal window open until any system time outs.

Clicking on the ‘CCP Reference Material’ will open the CCP Reference Menu with links to the LTSS user guide, FAQ and tutorial.



2.2 PRSS Portal

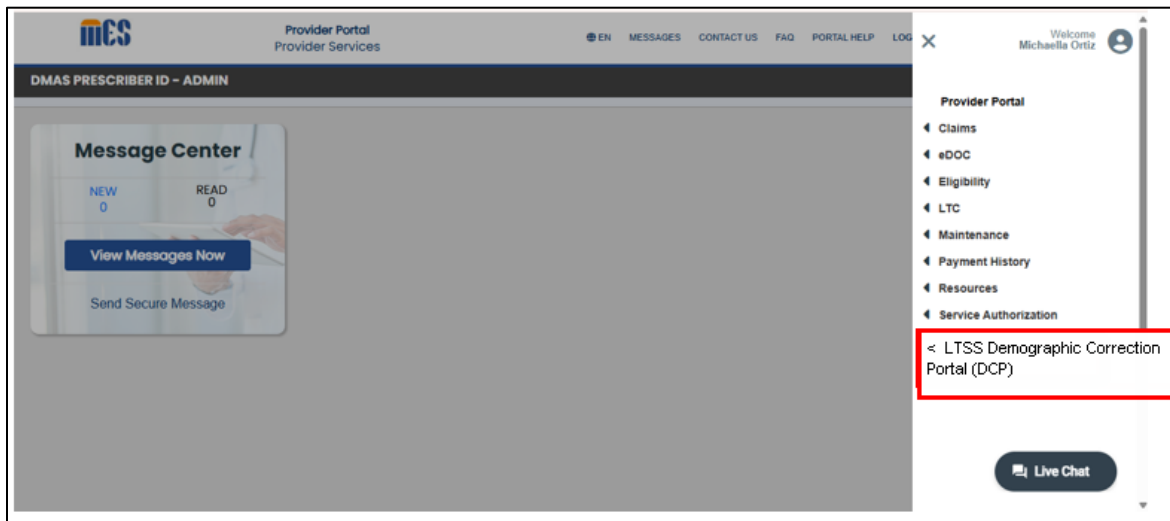
Access for LTSS Requestors is through the PRSS Portal.



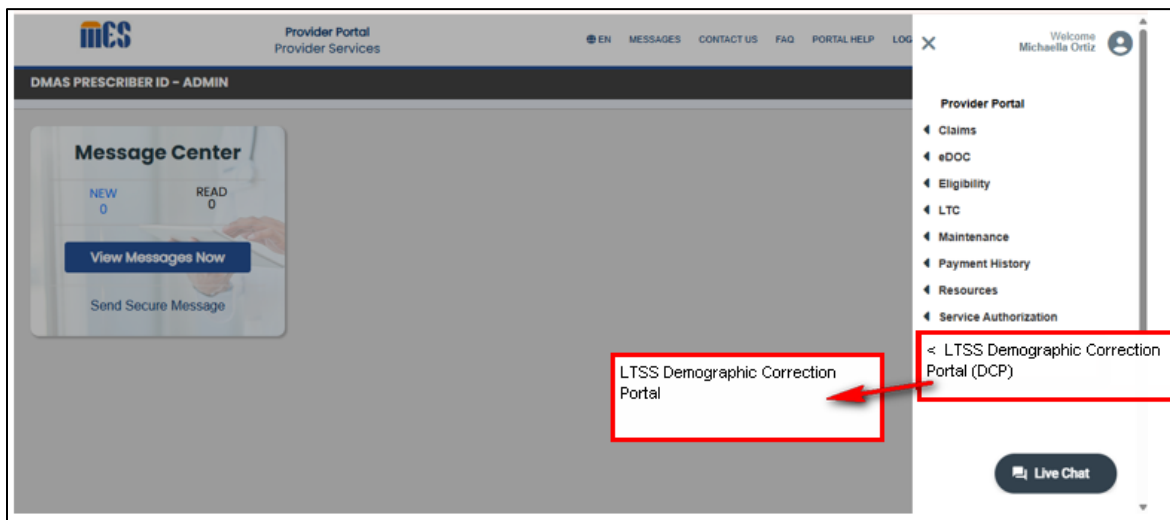
Coverage Correction Portal – User Guide - DSS/DMAS Version

Click the PRSS Portal link. The Provider Portal will display.

If the user has the eLMS_Creator security role, the new LTSS Demographic Correction Portal (DCP) link will display on the provider portal main menu.



Hovering over the LTSS Demographic Correction Portal option will display a new navigation option.



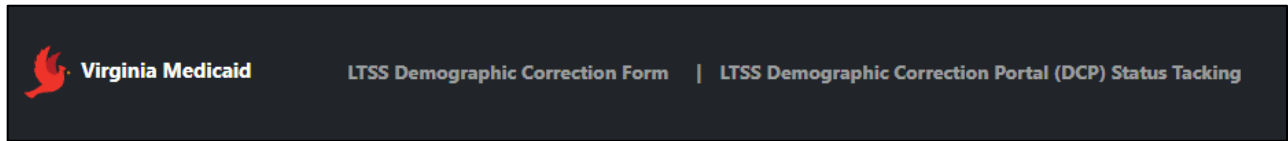
Clicking on the LTSS Demographic Correction Portal sub menu will open the new LTSS Demographic Correction Portal page and menu options.

3 LTSS Demographic Correction Portal (DCP) Home Page

After selecting the CCP tab or the LTSS DCP link the user will see the Coverage Correction Portal (CCP) Menu. The menu options that display will be based on the user’s role. The examples below do not show the options a user will see if they have access to the CCF, PPCF or CCP Status Tracking screen.

The following users will see two options:

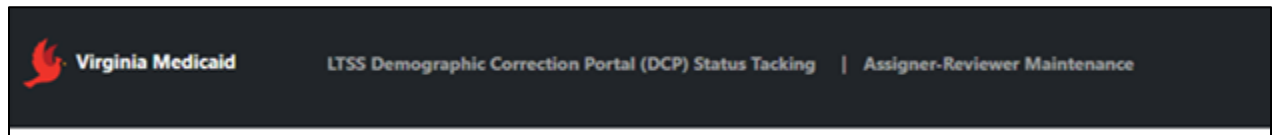
- LTSS Requestors/Users



The following users will see two options:

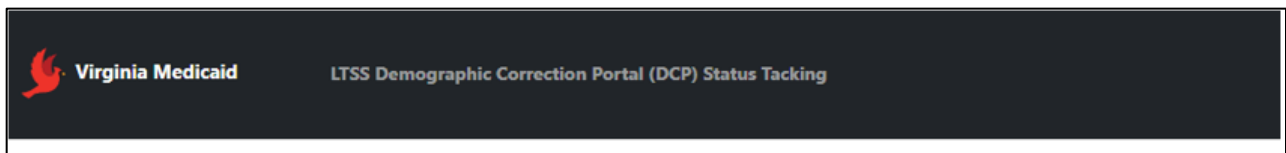
- DMAS Assigners (Additional options may display for CCF, PPCF and CCP Status Tracking screen based on the role assigned to Assigner)

Clicking ‘Logout’ will return to PRSS Home Page.



The following users will see one option:

- DMAS Reviewers (Additional option may display CCP Status Tracking screen based on the role assigned to Reviewer)



From this menu page the user can select from one of their displayed LTSS menu options.

- LTSS Demographic Correction Portal (DCP) Status Tracking (Both Assigner and Reviewer)
- Assigner-Reviewer Maintenance (Only Assigner)

Clicking ‘Logout’ will return to the Internal User Home Page.

3.1 LTSS Demographic Correction Portal (DCP) Menu

3.1.1 LTSS Requestors/Users

LTSS Requestors/Users will see following menu options:

LTSS Demographic Correction Form (LTSSDCF) – transfers the user to the LTSS Demographic Correction Form for user entry and ultimate submission. See 3.2. *LTSS Demographic Correction Form (LTSSDCF)* for more details.

LTSS Demographic Correction Portal (DCP) Status Tracking – transfers the user to the Coverage Correction Portal Status Tracking screen. From this screen, the user can perform various functions depending on their role and the form’s status, including the following:

- Requesters
 - View all user-initiated forms
 - Retrieve and update any user-initiated form in a ‘Saved’ status
 - Retrieve, update and resubmit any user-initiated form in ‘Returned’ status
 - View all comments associated with a form

3.1.2 DMAS Assigners

DMAS Assigners with the LTSS role assigned will see following menu options:

LTSS Demographic Correction Portal (DCP) Status Tracking – transfers the user to the LTSS Demographic Correction Portal Status Tracking screen. From this screen, the user can perform various functions depending on their role and the form’s status, including the following:

- DMAS Assigners (that initiated a DCP form)
 - View all user-initiated forms
 - Retrieve and update any user-initiated form in a ‘Saved’ status
 - Retrieve, update and resubmit any user-initiated form in ‘Returned’ (Returned for DSS Update) status
 - View all comments associated with a form
- DMAS Assigners
 - Review all forms in the ‘Ready’ (Ready for Review) status
 - Allows for reviewer assignment or reassignment of a form
 - View all comments associated with a form
- DMAS Assigners
 - Review all forms in the ‘Assigned’ (Assigned for Review) status
 - Allows for user completion or return for correction
 - View all comments associated with a form

Assigner-Reviewer Maintenance – transfers the Assigner to the Assigner-Reviewer Maintenance for assigner and reviewer maintenance. See 3.4. *Assigner-Reviewer Maintenance* for more details.

3.1.3 DMAS Reviewers

DMAS Reviewers will see the following menu options:

LTSS Demographic Correction Portal (DCP) Status Tracking – transfers the user to the Coverage Correction Portal Status Tracking screen. From this screen, the user can perform various functions depending on their role and the form’s status, including the following:

- DMAS Reviewers
 - Review all forms in the ‘Assigned’ (Assigned for Review) status
 - Allows for user completion or return for correction
 - View all comments associated with a form

3.2 LTSS Demographic Correction Form (LTSSDCF)

General Form Notes:

- Complete a separate form for each member in need of correction.
- DMAS will review, process and respond to the request within 10 business days, unless marked as urgent.

New Entry

The LTSSDCF will be available to all Requestors. DMAS Assigners and Reviewers will be assigning, reviewing and completing the forms once submitted.

This screen will be used to request that DMAS correct the member’s demographic information in the MMIS.

Retrieval from Status Tracking

Forms are displayed on the DCP Status Tracking screen. Based on the user’s role and the forms’ status, users will return to this screen for review and/or update.

This screen will be available for review for user’s allowed retrieval from the Status Tracking screen with the following guidelines:

- Fields will be disabled for ‘Ready’ or ‘Assigned’ status, allowing read only access except for the following:
 - New Comments section
 - Navigation buttons
- Fields will be enabled for update for the ‘Saved’ or ‘Returned’ status if the user is either the Requestor or the noted supervisor.
- Fields will be disabled for ‘Completed’ or ‘Cancelled’ status for status tracking viewing only.

All users accessing this form from the DCP Status Tracking screen selection will see all sections completed as part of the form.

The LTSS Demographic Correction Form has both required and optional fields. The required fields are indicated with a red asterisk (*) and outlined in red until completed.

3.2.1 Section 1 - General

The following is a list of fields on the page and the necessary information for completing the entries.

User Guide – This hyperlink will open the Coverage Correction Portal (CCP) User Guide. The guide will open in a new browser window so that user can toggle between pages as needed.

High Priority Processing Requested (check box) – This field will be used to flag the form for urgent processing. This field is optional and can be checked or unchecked.

Requests marked **URGENT** will be reviewed and processed within 24 hours **if one or more of the following criteria are met:**

1. Member is unable to obtain medications.
2. Member needs immediate medical care.
3. Member has an appointment scheduled within 10 calendar days.

LTSS Form # - On any new form initiation this number will be blank. This number is assigned systematically upon the form’s first save or submission. Once assigned, it will display and will be disabled.

Completion of this section is required for all correction types.

The screenshot shows the 'LTSS Demographic Correction Form' interface. At the top, there is a blue header with the title. Below it is a pink notification bar stating 'All textboxes in red are required on 'Ready for Review' submission'. The form contains several sections:

- User Guide:** A blue hyperlink.
- High Priority Processing Requested:** A red checkbox.
- LTSS Form #:** A text input field.
- SECTION 1: General:** A section containing multiple input fields:
 - Form Initiated Date*:** A date picker showing '05/07/2026'.
 - Submitted Date/Time*:** A date and time input field with a placeholder 'mm/dd/yyyy --:-- --'.
 - Received Date/Time*:** A date and time input field with a placeholder 'mm/dd/yyyy --:-- --'.
 - Requestor's Name*:** A text input field containing 'System Monitor'.
 - Requestor's User ID/E-mail*:** A text input field containing 'System.Monitor@Conduent.com'.
 - Direct Phone*:** A text input field containing '(999) 999-9999'.
 - Extension:** A text input field containing '9999'.
 - Date of Screening:** A date input field with a calendar icon.
 - LTSS Screening Number:** A text input field with a placeholder 'MLSYYYYMMDD#####ONLIQOFF'.
 - Full Name of Agency/Hospital/Nursing Facility*:** A text input field with a placeholder 'Enter agencyName' and a red border.

Section 1 fields:

Form Initiated Date* – This will be populated with the current date. Field will be disabled.

Submitted Date/Time* – This will be populated after the user has clicked the ‘Ready for Review’ button. Field will be disabled. Prior to submission the field will be blank

Received Date/Time* – This will be the date/time resulting from the Received Date Calculation Program. The date/time is captured in the CCP Forms Table (CCP-T-0003) and will be displayed in the format MM/DD/YYYY HH:MM:SS. Field will be disabled. Prior to submission this field will be blank

Requestor’s Name* – The requestor’s name, based on the information in their ACF2 profile or PRSS/Provider credentials is retrieved. This field will be disabled and is display only.

Requestors User ID/E-mail* – This is populated from the user’s PRSS/Provider credentials or the requestor’s e6code, based on the information in their ACF2 profile is retrieved. This field will be disabled and is display only.

Direct Phone #* – This will be the requestor’s direct phone number. This field is required. It must be numeric and in the format 999-999-9999.

Ext – This field is optional and enterable. If requestor has an extension associated with the previously entered direct phone #, it should be entered.

Add Requestor – This is an optional feature to allow entry of an additional Requestor Name and Email address. If this link is clicked and the fields open up, the fields will require entry before the form can be saved. Click the Red X to remove these Additional fields if not needed.

The screenshot shows a form titled 'Add Requestor' with two input fields. The first field is labeled 'Additional Requestor Name' and the second is labeled 'Additional Requestor Email'. A red 'X' icon is located to the right of the email field. Above the fields, there is a blue link labeled 'Add Requestor'.

Additional Requestor Name* – The additional requestor’s name will be manually entered by the user.

Additional Requestor Email* – The additional requestor’s name will be manually entered by the user. Email must contain @ and a valid domain (.gov, .org, etc.) Entered emails will be captured for future use when form is saved or submitted.

Date of Screening – This field is optional and dates can be selected from the calendar widget or entered. Entered dates must be in MM/DD/YYYY format.

LTSS Screening Number – This field is optional and enterable. Format must be ‘MLS’+YYYYMMDD+6 digit numeric+3 characters of ‘ONL’ or ‘OFF’ (i.e. MSL20251023123456ONL).

Full Name of Agency, Hospital or Nursing Facility – This field is required and enterable.

3.2.2 Section 2 – Requested Correction

The top portion of Section 2 contains the fields where the user must enter the Correct demographic information for the member in need of correction. All Required field need to be completed.

Correct First Name* – This field is required. Enter the first name of the member associated with the requested correction.

Correct Middle Initial – This field is optional. Enter the middle initial of the member associated with the requested correction.

Correct Last Name* – This field is required. Enter the last name of the member associated with the requested correction.

Correct Suffix – This field is optional. Select the suffix of the member associated with the requested correction.

Correct Gender* – This field is required. Select the gender of the member associated with the requested correction.

Date of Birth* – This field is required. Dates can be selected from the calendar widget or entered. Entered dates must be in MM/DD/YYYY format.

Correct Medicaid ID* – This field is required. Enter the Medicaid ID of the member associated with the requested correction.

Correct SSN* – This field is required. Enter the SSN of the member associated with the requested correction.

How have you verified the correction information? Please explain* – This field is required. Enter how the correction information was verified for the member associated with the requested correction.

The bottom portion of Section 2 contains the checkboxes to initiate the Correction Needed.

Correction Needed	Wrong	Correct (pre-populated)
<input type="checkbox"/> First Name	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Middle Initial	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Last Name	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> suffix	Select ▼	<input type="text"/>
<input type="checkbox"/> Date of Birth (DOB)	mm/dd/yyyy	<input type="text"/>
<input type="checkbox"/> Gender	Select ▼	<input type="text"/>
<input type="checkbox"/> Social Security Number (SSN)	999-99-9999	<input type="text"/>
<input type="checkbox"/> Medicaid Number	<input type="text"/>	<input type="text"/>

Comments



0 / 1000

[Comments History](#)

Correction Needed* – The checkbox associated with the type of correction being requested is required. Selecting the correction type will open the corresponding sections in the form for entry. The selection of a correction type is required.

Comments – This field is optional.

Comments History – This button only shows after saving the form. Clicking this button will allow the user to open a comments portlet. Clicking this link will open the Comments and display all comments associated to the form, in descending order.

Comments for 537			
Comment Date	Comment Submitter	Status	Comment
03/19/2026		Assigned	Test Comment
03/19/2026		Hold	Test Comment

[Close](#)

Attachment – For forms in ‘Ready to Review’, ‘Hold’ or ‘Assigned’ statuses, the button ‘Browse to attach file’ will display to DMAS Assigners/Reviewers below the ‘Attachment’ heading. When the button is clicked, a window will open to allow the user to select a file to be attached to the form. Once a file is selected and attached, then the filename will be displayed on the form as a link to allow for review. A red ‘Remove’ button will also display to allow the file to be removed before clicking ‘Return to Screener’.

[Comments History](#)

Attachment:

Attach File: [Browse to attach file](#)

[Comments History](#)

Attachment:

Attach File: [Browse to attach file](#)

Filename: [TEST.pdf](#) (44.5 KB) [Remove](#)

[Comments History](#)

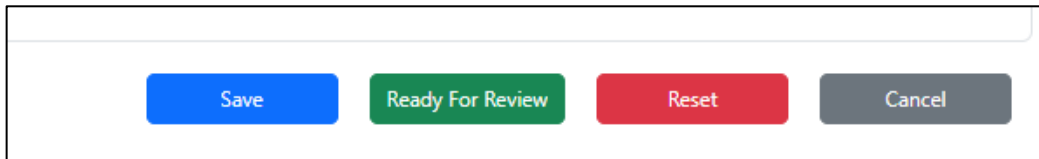
Attachment:

Filename: [LTSS User Guide.docx](#)

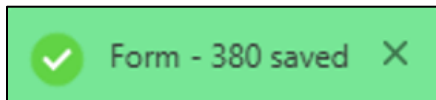
3.2.3 Navigation Tabs

New Entry

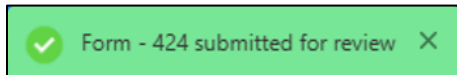
When initiating a new Coverage Correction Form, the user will see several navigation tab options.



Save – does not require the completion of the screen or for screen edit checks to be applied. Clicking this button will save the LTSSDCF form to the database in ‘Saved’ status. On the initial save, the form will be assigned a unique form number that will be associated with the form throughout the form’s workflow. User will see a message: “Form - 9999999 saved”.



Ready for Review – requires the completion of all required fields, necessary optional fields and applies all form screen edits. Clicking this button will save the LTSSDCF form to the database in ‘Ready’ status. On an initial save/submit, the form will be assigned a unique form number that will be associated with the form throughout the form’s workflow. Clicking this button will also trigger the email generation notification to let DMAS Assigners know that the form is ready for review. User will see a message: “Form - 99999999 submitted for review”.



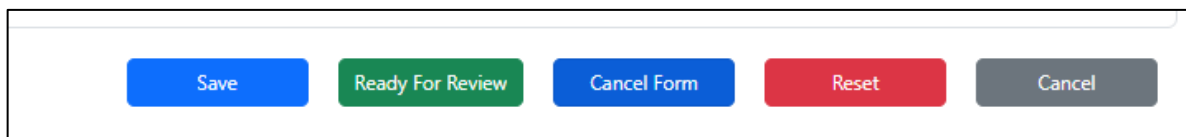
Reset – clears all data entered on the screen and returns user to the initial display.

Cancel – clears all data entered on the screen and returns user to the previous screen.

Retrieved Form (Requestor)

If user previously initiated a form and saved it, or submitted a form that was returned after DMAS review, the form can be retrieved from the DCP Status Tracking screen (see section 3.3 LTSS Demographic Correction Portal (DCP) Status Tracking.)

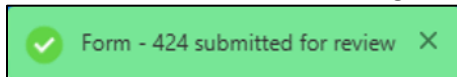
Once reopened, the user will be able to continue completing/correcting the form and save or submit as needed. Opening an existing form, the user will see the following navigation buttons.



Save – does not require the completion of the screen or for screen edit checks to be applied. Clicking this button will save the LTSSDCF form to the database in ‘Saved’ status. User will see a message: “Form - 9999999 saved”.



Ready for Review – requires the completion of all required fields, necessary optional fields and applies all form screen edits. Clicking this button will update the LTSSDCF form to the database in ‘Ready’ status. It will also trigger the email generation notification to let DMAS Assigners know that the form is ready for review. User will see a message: “Form - 99999999 submitted for review”.



Cancel Form – does not require the completion or update of the form. No screen edits will be applied. Clicking this button will update the LTSSDCF form on the database in ‘Cancelled’ status.

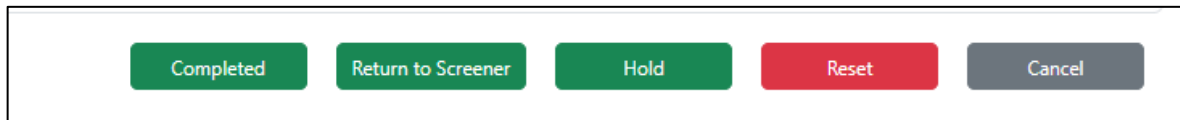
Reset – clears all data entered on the screen and returns user to the initial display.

Cancel – clears all data entered on the screen and returns user to the previous screen.

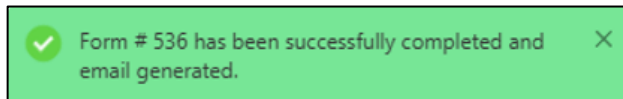
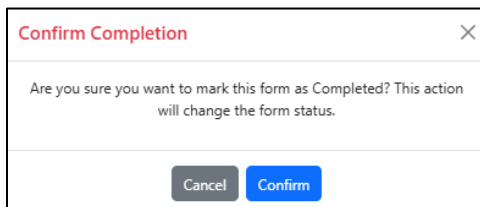
Retrieved Form (Assigner or Reviewer)

Once a requestor has submitted a form for DMAS review, the DMAS Assigner and/or Reviewer can retrieve the form from the DCP Status Tracking screen (see section 3.3 LTSS Demographic Correction Portal (DCP) Status Tracking.)

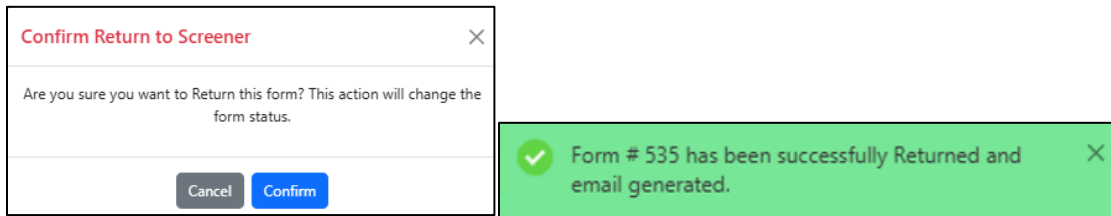
After retrieval, the Assigner/Reviewer will be able to review the form. All fields will be display only except the Comments field. After review, the Assigner/Reviewer can process the form. In addition to the Comments field (which will require entry), the user will see the following navigation buttons.



Completed – Clicking this button will trigger a pop-up confirmation window. Clicking on the Confirm button will update the LTSSDCF form in the database in ‘Completed’ status. It will also trigger the email generation notification to let the Requestor know that the form has been processed. User will see a message: “Form # 99999999 has been successfully completed and email generated.”



Return to Screener – Clicking this button will trigger a pop-up confirmation window. Clicking on the Confirm button will update the LTSSDCF form in the database in ‘Returned’ status. It will also trigger the email generation notification to let the Requestor know that the form has been returned. User will see a message: “Form # 99999999 has been successfully returned and an email generated.”



Hold – Clicking this button will update the LTSSDCF form in the database in ‘Hold’ status.

Reset – clears the comments entered on the screen and returns user to the initial display.

Cancel – clears the comments entered on the screen and returns user to the status tracking screen.

3.3 LTSS Demographic Correction Portal (DCP) Status Tracking

Screen Sample

The screenshot shows the Virginia Medicaid web application interface. The top navigation bar includes links for Coverage Correction Form (CCF), Patient Pay Correction Form (PPCF), Coverage Correction Portal (CCP) Status Tracking, LTSS Demographic Correction Portal (DCP) Status Tracking, and Assigner-Reviewer Maintenance. The user is logged in as XA751. The main content area is titled 'LTSS Demographic Correction Portal Status Tracking' and features search filters for Start Date and End Date, a search button, and a search input field. Below the filters is a table with columns: Urgent, Requestor, DMAS Reviewer, Form #, Form Type, Correction Type, Status, Status Date, Member, Comments, and Action. The table contains five rows of data, with some cells redacted by blue boxes.

Urgent	Requestor	DMAS Reviewer	Form #	Form Type	Correction Type	Status	Status Date	Member	Comments	Action
			554	LTSS	LTSS1,LTSS2,LTSS3,LTSS4,LTSS5,LTSS6,LTSS7,LTSS8	Ready	2026-03-19		Comment	Assign
Y			538	LTSS	LTSS5,LTSS6	Ready	2026-03-16		Comment	Assign
			537	LTSS	LTSS1	Assigned	2026-03-19		Comment	Reassign
			533	LTSS	LTSS1	Ready	2026-03-13		Comment	Assign
			513	LTSS	LTSS1	Resubmitted	2026-03-13		Comment	

This screen will serve as a status tracker as well as a mechanism to support the workflow of the Coverage Correction Portal process.

Initial Display

The form rows displayed will be determined by the user’s ACF2/PRSS profile and role. Data will be displayed in descending form # order.

LTSS Requestors will see forms that they initiated only. All the forms in the ‘Saved’ and ‘Returned’ statuses will be displayed. As well as any other initiated forms with the most recent status with status date within

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the last 20 days. Those older than 20 days will not display initially. Any older form can be searched based on a 3 months period by entering Start and End Date and clicking Search.

Default display will be all their forms, in descending order. Users can search based on the search field at the top of the screen and/or the sort filters on each column.

DMAS Assigners will see all forms that they initiated as requestor (Please see above) along with any forms with a status of 'Ready', 'Assigned' and 'Hold'. Any older form can be searched based on a 3 months period by entering Start and End Date and Clicking Search. User can search based on the field at the top of the screen and/or the sort filters on each column.

DMAS Reviewers will see all forms assigned to them in 'Assigned' status. Reviewers can search based on the field at the top of the screen and/or the sort filters on each column.

Initial display will allow for horizontal scrolling and if more rows are available than on page display, paging will be available for additional form rows.

Screen Functionality

LTSS Requestors – users will see all their initiated forms. If the form is in 'Saved' or 'Returned' status, the Form # hyperlink will be enabled. The user can retrieve the form and process as needed. For any of the user's forms in another status, the Form # hyperlink will be enabled but the user will not be able to edit anything once the form opens so no further update can be made to the form.

Screen Sample – LTSS Requestor's View

Urgent	Requestor	DMAS Reviewer	Form #	Form Type	Correction Type	Status	Status Date	Member	Comments
			556	LTSS		Cancelled	2026-03-19		Comment
			555	LTSS	LTSS2	Completed	2026-03-19		Comment
			554	LTSS	LTSS1,LTSS2,LTSS3,L...	Ready	2026-03-19		Comment
			553	LTSS	LTSS2	Resubmitted	2026-03-19		Comment
Y			552	LTSS	LTSS1	Saved	2026-03-18		Comment
Y			538	LTSS	LTSS5,LTSS6	Ready	2026-03-16		Comment
			537	LTSS	LTSS1	Assigned	2026-03-19		Comment
			536	LTSS	LTSS1	Completed	2026-03-13		Comment
			535	LTSS	LTSS1	Returned	2026-03-13		Comment

Note: Comments link will allow the user to open a comments portlet. Clicking this link will open the Comments portlet and display all comments associated to the form, in descending order.

DMAS Assigners

- DMAS Assigners will see all forms that they initiated and any forms with a status of 'Ready', 'Assigned', 'Hold', 'Completed', 'Cancelled' and 'Returned'.
- For all forms in 'Ready' or 'Assigned' status, that meet this user's criteria for display, the Form # hyperlink will be enabled.
- For all forms in 'Completed', 'Cancelled' or 'Returned' status, that meet this user's criteria for display, the Form # hyperlink enabled but the user will not be able to edit anything once the form opens.
- If a form they initiated is in 'Saved' or 'Returned' status, the Form # hyperlink will be enabled.
- The user can retrieve the form and update as needed.
- If a form is in 'Ready' status, the 'Assign' hyperlink in the DCP Status Tracking 'Action' column will be enabled. Clicking on this link will open a portlet to allow for the selection of the Assignee's Name from a drop down list. The Form # will also be enabled for retrieval, review and comment entry. All form fields will be disabled except for the New Comments field and the navigation buttons.
- If a form is in 'Assigned' status, the 'Reassign' hyperlink in the DCP Status Tracking 'Action' column will be enabled. Clicking on this link will open a portlet to allow for the selection of the Assignee's Name from a drop down list. The Form # will also be enabled for retrieval, review and comment entry. All form fields will be disabled except for the New Comments field and the navigation buttons.

Screen Sample – DMAS Assigner's View

DCP STATUS TRACKING

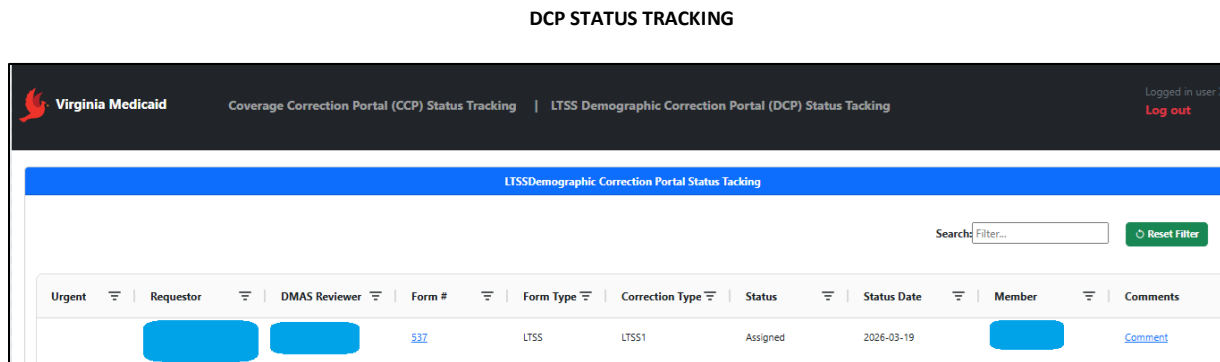
Urgent	Requestor	DMAS Reviewer	Form #	Form Type	Correction Type	Status	Status Date	Member	Comments	Action
			534	LTSS	LTSS1,LTSS2,LTSS3,LTSS4,LTSS5,LTSS6,LTSS7,LTSS8	Ready	2026-03-19		Comment	Assign
Y			538	LTSS	LTSS5,LTSS6	Ready	2026-03-16		Comment	Assign
			537	LTSS	LTSS1	Assigned	2026-03-19		Comment	Reassign
			533	LTSS	LTSS1	Ready	2026-03-13		Comment	Assign
			513	LTSS	LTSS1	Resubmitted	2026-03-13		Comment	

Note: Comments link will allow the user to open a comments portlet. Clicking this link will open the Comments and display all comments associated to the form, in descending order.

DMAS Reviewers

- Users will see all forms assigned to them in ‘Assigned’ status.
- The Form # will be enabled for retrieval, review and comment entry. Note: All form fields will be disabled except for the New Comments field and the navigation buttons.

Screen Sample – DMAS Reviewer’s View



Note: Comments link will allow the user to open a comments portlet. Clicking this link will open the Comments and display all comments associated to the form, in descending order.

Screen Fields

Search Field: Searches will only be conducted against the user’s applicable data pool based on their role and the form’s status. Users cannot see records that would not be part of their display (i.e. LTSS Requestor cannot see another LTSS Requestor’s records)

- Urgent Indicator – Display – sort capability
 - Display ‘Y’ for any form flagged as urgent/needing attention by the requestor
- Requestor – Display – sort capability
 - Display e6code or PRSS Email login and name associated to the form’s requestor
- DMAS Reviewer – Display – sort capability
 - Display e6code or PRSS Email login and name associated to the DMAS Reviewer assigned to any form
 - Should exist for all forms in a status of ‘Assigned’
- Form # – Display – hyperlink
 - Form # will be a hyperlink to allow for the retrieval of the form for review/update, etc. when meeting the following criteria:
 - Depending on the user and status, the link may or may not be available. Access details discussed previously in this section.
 - Form #s with a status of ‘Completed’ or ‘Cancelled’ will not be hyperlinks
- Form Type – display
 - LTSS – LTSS Demographic Correction Form

- Correction Type – display
 - Note:
 - LTSS can have a multiple correction types. Correction types will display in the same column
 - LTSS1 – Correct First Name
 - LTSS2 – Correct Last Name
 - LTSS3 – Correct DOB
 - LTSS4 – Correct Gender
 - LTSS5 – Correct SSN
 - LTSS6 – Correct Suffix
 - LTSS7 – Correct Medicaid ID
 - LTSS8 – Correct Middle Initial
- Status – display
 - 1 – Saved
 - 2 – Ready
 - 3 – Assigned
 - 4 – Returned
 - 5 – Completed
 - 6 – Cancelled
- Status Date – YYYY-MM-DD – display
- Member – display
- Comments – hyperlink
 - Clicking on the hyperlink will open a pop up/portlet with all comments associated to the form displayed in descending order
- Assign/Reassign – hyperlink
 - Available only to DMAS Assigners
 - Opens the DCP Status Tracking – Assignment Portlet

3.3.1 Comments Link

This portlet will be initiated when the user clicks a hyperlink under the Comments column in the Status Tracking screen.

All data associated to the form will be displayed in descending order.

Screen Sample

Comments for 537			
Comment Date	Comment Submitter	Status	Comment
03/19/2026	[Redacted]	Assigned	Test Comment
03/19/2026	[Redacted]	Hold	Test Comment

Fields:

- Comment Dates – Display only; Formatted MM/DD/YYYY
- Comment Submitter – Display only; e6code and name associated to the most recent comment
- Comment Text

Navigation – Button:

- Close – closes the portlet and returns the user to the Status Tracking screen

3.3.2 Assignment Portlet

This portlet will be initiated when the DMAS Assigner clicks a hyperlink in the ‘Action’ column (either ‘Assign’ or ‘Reassign’) in the Status Tracking screen.

- Reviewer Name (Drop Down)
 - Drop down list of all active users with a role indicator of ‘R’ (Reviewer)
- Reviewer Email
 - After Assignee Name selection is made and the field tabbed from, the selected Reviewer’s email will display

Screen Sample

The screenshot shows a web form titled "ASSIGN REVIEWER FORM FOR 572". At the top left of the form area is a close button (X). Below the title bar is a red error message: "Reviewer selection is Required". The form contains two main input fields: a dropdown menu for "*Reviewer Name:" and a text input field for "Reviewer Email:". At the bottom right of the form are two green buttons: "Assign" and "Cancel".

Field:

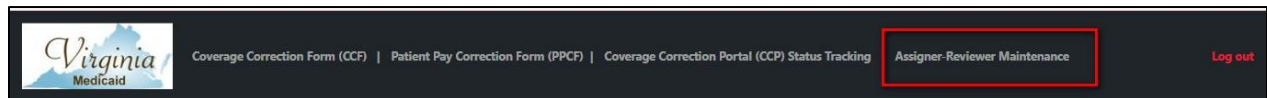
- Reviewer Name – Required
 - Selection must be made from drop down list
- Reviewer Email – populated after Assignee Name selection

Navigation – Button:

- Assigner can select Reviewer Name or Close for no selection
- Assign – updates the Assigner’s record
 - Email will be automatically generated to go to the DMAS Reviewer assigned for the review. A default message will be part of the email body (as well as it will contain any comments that were entered on the last form entry)
 - Closes the portlet and returns user to the Status Tracking screen (refreshed with the new assignment applied and the Action column reflection of ‘Reassign’)
- Close – closes the portlet and returns the user to the Status Tracking screen with no assignment

3.4 Assigner-Reviewer Maintenance

DMAS users that are designated as an active ‘DMAS Assigner’ will see an additional menu option when logging in to the Internal User application labeled ‘Assigner-Reviewer Maintenance’.



Clicking on this menu option will open the page in a new window. An initial display of all active users will be presented. The logged in assigner will not be included in the display, as users are not permitted to update their own records, for security reasons.

Delete	User's Name	User e6Code	Assigner/Reviewer	CCF Role	PPCF Role	LTSS Role
<input type="checkbox"/>			R	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>			A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add New Assigner-Reviewer

User's e6code:

User's Role:

User's Name:

User's Email:

CCF Role:

PPCF Role:

LTSS Role:

Delete – From this column, any existing user (Assigner or Reviewer) can be removed from the Assigner-Reviewer Table. Clicking the checkbox will enable the 'Submit' button. Once the Submit is clicked, the user will be removed from the display and no longer will be treated as an assigner or reviewer.

User Name – Display only; Reflects the name of the DMAS assigner or reviewer.

User e6Code – Display only; Reflects the e6code assigned to the DMAS assigner or reviewer

Assigner/Reviewer – This column reflects the role currently associated with the DMAS assigner/reviewer. A = Assigner or R = Reviewer. If an existing assigner/reviewer needs their role changed, the user can select the desired value from the drop down. Changing the selection of a role will enable the 'Submit' button. Once the Submit is clicked, the assigner/reviewer's role change will be reflected.

CCF Role – Selecting or deselecting this checkbox will enable the 'Submit' button. Once the Submit is

clicked, the corresponding user access will be updated to add/remove affiliation with CCF.

PPCF Role – Selecting or deselecting this checkbox will enable the ‘Submit’ button. Once the Submit is clicked, the corresponding user access will be updated to add/remove affiliation with PPCF.

LTSS Role – Selecting or deselecting this checkbox will enable the ‘Submit’ button. Once the Submit is clicked, the corresponding user access will be updated to add/remove affiliation with LTSS.

Add New Assigner-Reviewer

If a new Assigner or Reviewer needs to be added, this section can be leveraged.

User’s e6code – This field is required. User will enter the e6code of the new assigner/reviewer. This e6code must be an active DMAS user.

User’s Role – This field is required. User will select either ‘A’ for Assigner or ‘R’ for Reviewer.

User’s Name – Display only. Once e6code is validated, the new user’s name will populate.

User’s Email – Once e6code is validated, the new user’s email will populate if it currently exists on the table. Not all users have an email on record. If the new user’s email is missing it will be required. Email must be a domain of ‘dmas.virginia.gov’ as only DMAS users are assigners or reviewers.

CCF Role – Once e6code is validated, this checkbox will be enabled to select affiliation with CCF.

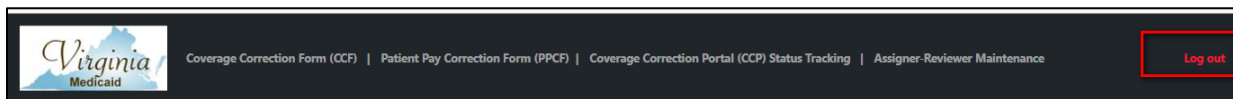
PPCF Role – Once e6code is validated, this checkbox will be enabled to select affiliation with PPCF.

LTSS Role – Once e6code is validated, this checkbox will be enabled to select affiliation with LTSS.

Once an entry is made to the User’s e6code field, the ‘Submit’ button will be enabled. Once the Submit is clicked, the new assigner/reviewer will be reflected in the top section of existing assigners/reviewers.

3.5 Log Out

From any of the Coverage Correction Portal screens, the user can leave the CCP functions by clicking on ‘Logout’ from the upper right hand corner of the screen. After logging off, the user can go back the Internal User/MMIS home page portal window (assuming the system has not timed out).



4 Appendices