

**Level of Care Review Instrument (LOCERI)
Virginia Medicaid Web Portal
Frequently Asked Questions
Revised 03/24/2014**

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General Questions

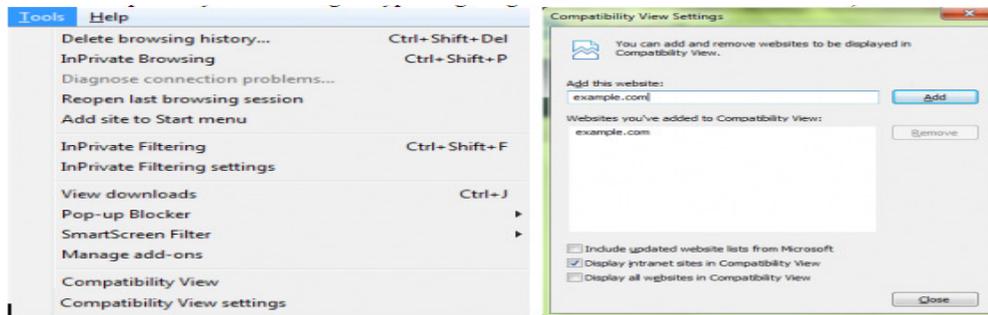
How do I access the new Virginia Medicaid Web Portal?

The new Virginia Medicaid Web Portal can be accessed through the following link:
www.viriniamedicaid.dmas.virginia.gov

My computer has Windows 7 operating system with IE9 and I am having trouble accessing the portal. Is there something I can do?

In order to use IE9 for the Web Portal the following settings are suggested:

- 1) Security settings set to Medium-High
 - o Open an IE9 browser session
 - o Click Tools->Internet Options.
 - o Click the Security Tab
 - o Verify/change to Medium-High
- 2) Verify Java is installed
 - o Go to www.java.com
 - o Press the option that says "Do I have Java?"
 - o Once the page refreshes, if Java is installed, the Java version will be displayed.
 - o If Java is not installed, press the free java download button.
- 3) Add Virginia.gov to Compatibility View Settings
 - o Open an IE9 browser session
 - o Click Tools->Compatibility View settings.
 - o Type 'virginia.gov' and click 'Add'.
 - o Click 'Close'



If you have any questions, please contact the Virginia Medicaid helpdesk at 866-352-0496.

Community-Based Care Level of Care Review Instrument (DMAS-99)

The only Level of Care Review Instrument I see an option for in the menu is the CBC Level of Care Review Instrument (DMAS-99). How do I get to the other -99 forms?

The new online DMAS-99 form consolidates information from the following paper forms:

- DMAS-99 – Community-Based Care Recipient Assessment Report
- DMAS-99C – Level of Care Review Instrument
- DMAS-99P – PACE Enrollment – Assessment Instrument
- DMAS-99T – Level of Care Review Instrument

How do I know what fields I'm required to enter?

All required fields have a red asterisk (*) immediately following the field label. If there is no asterisk the field is optional. An entry should be made if an optional field is applicable to the individual the assessment is being completed for.

I entered information in an optional field and another field opened up with required information indicated. Why do I need to complete this information when the original entry was optional?

In some instances, if optional information is entered, it triggers the need for additional information to detail and/or clarify the entry. If the secondary set of information is required, it will also contain the red asterisk indication.

I'm not sure what exactly is being asked for in an entry. Are there any instructions available to assist with this?

Immediately following the field label you may see an information icon that looks like this -  . By clicking on this icon, a new window will open displaying the instructions associated with this form. .

I've entered information in a field and submitted. There are now red messages on the top of the page and under some of the fields. What do these indicate?

Based on the information required and entered, error messages may be displayed. An error message will appear both at the top of the page as well as under the field in error.

You will need to make the appropriate adjustment/entry and resubmit in order to continue processing the form.

I have a specific question an individual I'm assessing and it's not answered in the instructions or the User Guide, is there someone I can contact for additional information?

Yes. If you weren't able to find the answer to your question, please refer to the Preadmission Screening manual or UAI training on the DMAS website Learning Network or e-mail DMAS at LOCReview@dmass.virginia.gov

I need to complete a Technology Assisted Waiver form (for either an adult or a child) in addition to the DMAS-99 form, but it's not a menu option?

When completing the CBC LOCERI screen, the 'Program Type' field contains the option for Technology Assisted Waiver. If this option is selected, the system knows that an additional form will be needed. Once the individual's birthdate is entered, the system will calculate their age using the birthdate minus the assessment date (not the current date). If the individual's age is 21 years or over, then the 'Go to DMAS-108' button will be enabled at the bottom of the form. If the individual's age is under 21 years, then the 'Go to DMAS-109' button will be enabled. After completing the Level of Care Review Instrument, you can click this button and the additional information will be displayed for completion.

I've completed the CBC Level of Care Review Instrument Form (DMAS-99) but the 'Submit' button is disabled. How do I submit this form?

If the 'Submit' button is disabled, it's an indication that the Technology Assisted Waiver selection was made in the 'Program Type' field. Based on the individual's age and the assessment date, there will be either a 'Go to DMAS-108' or 'Go to DMAS-109' button enabled instead. You will need to complete the appropriate Technology Assisted Waiver form in order to submit this form. Once you've clicked on the button and the additional information is displayed, you will see that the 'Submit' button is now enabled.

The individual I'm completing the assessment for was discharged. I entered the discharge date and associated service authorization number(s). When I completed that section, why did the remainder of the form go away?

If an individual has been discharged, has expired or been transferred, no additional information is needed as the individual is not eligible for level of care programs. Please complete the signature section and 'Submit'.

I'm not sure I'll be able to complete this entire form at this time. Can I partially enter the form now and complete the rest later?

Unfortunately, for this initial phase, there is no 'save' option. We are currently working on this additional functionality for a subsequent release. At this time though, the entire form (including the Technology Assisted Waiver form, if applicable) will need to be completed and submitted in one sitting.

Please note that if the system is inactive for 30 minutes, you will be logged off and all data entered will be lost and require re-entry.

I've completed my online assessment. How can I get a copy of the completed form for my records?

Once the signature acknowledgement button has been completed, click on "submit" at the bottom of the screen to validate fields and form edits. You will be presented with a submission form that recaps all the information you've entered. You have the capability of printing this form by using the 'Print' link in the upper right hand corner of the form. You also have the option of downloading a pdf version of the completed/submitted form for saving to your local drive. To download the form, click the 'Download Form' button on the bottom of the form, in the right hand corner.

If I need to reference this form when discussing a completed form, is there a way to distinguish this particular submission?

Yes, in the upper left section of the submission pdf, there is a 'Form ID' number. This number is unique within the system and can be used for research/reference purposes.

I've successfully completed my online assessment. Do I still need to mail or fax in a copy of the form with my signature?

No, by completing the signature section of the Level of Care Review Instrument and clicking the acknowledgment check box, it's considered your official signature attesting that all the information entered is accurate and correct.

If there are forms in addition to the DMAS-99, DMAS-108 or DMAS-109 forms that are needed in order to process the assessment, you will be contacted by DMAS and these will still need to be submitted to the following address:

VA Department of Medical Assistance Services
LOCreview@dmass.virginia.gov

Technology Assisted Waiver – Adult Referral (DMAS-108)

I need to complete a Technology Assisted Waiver – Adult Referral form in addition to the DMAS-99 form, but it's not a menu option?

When completing the CBC LOCERI screen, the 'Program Type' field contains the option for Technology Assisted Waiver. If this option is selected, the system recognizes that an additional

form will be needed. Once the individual's birthdate is entered, the system will calculate their age using the birthdate minus the assessment date (not the current date). If the individual's age is 21 years or over, then the 'Go to DMAS-108' button will be enabled at the bottom of the form. After completing the Level of Care Review Instrument, you can click this button and the additional information will be displayed for completion.

Is there minimum eligibility assessment criterion that the individual must meet in order to qualify for the adult Technology Assisted Waiver and allow the form to be submitted?

Yes, adults (21 and older) are eligible for the Technology Assisted Waiver if they meet the following Facility Specialized Care criteria:

- Group A – Ventilator must be 'yes' and associated data completed
- OR**
- Group B – At least one of the complex tracheostomy criteria and associated data must be completed. This will trigger a secondary review. Completion of all complex tracheostomy criteria will minimize a possible secondary review.

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Technology Assisted Waiver – Pediatric Referral (DMAS-109)

I need to complete a Technology Assisted Waiver – Pediatric Referral form in addition to the DMAS-99 form, but it's not a menu option?

When completing the CBC LOCERI screen, the 'Program Type' field contains the option for Technology Assisted Waiver. If this option is selected, the system recognizes that an additional form will be needed. Once the individual's birthdate is entered, the system will calculate their age using the birthdate minus the assessment date (not the current date. If the individual's age is under 21 years, then the 'Go to DMAS-109' button will be enabled. After completing the Level of Care Review Instrument, you can click this button and the additional information will be displayed for completion.

Is there minimum eligibility assessment criterion that the individual must meet in order to qualify for the Technology Assisted Waiver and allow the form to be submitted?

Yes, children are eligible for the Technology Assisted Waiver if they meet the following Facility Specialized Care criteria:

- Technology section must have a score greater than zero (0)
- Total of Technology and Nursing sections must be equal to or greater than fifty (50)

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