



Department of Medical Assistance Services  
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Richmond, Virginia 23219

<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** All Providers of Intellectual Disability (ID), Individual and Family Developmental Disabilities Support (IFDDS) and Day Support (DS) Waiver Services in Virginia Medicaid

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 9/1/2016

**SUBJECT:** Updated Orientation and Competency Requirements for Direct Support Professionals and their Supervisors/Trainers

The purpose of this memorandum is to advise providers that the Departments of Medical Assistance Services (DMAS) and Behavioral Health and Developmental Services (DBHDS) are updating requirements for Direct Support Professionals (DSPs) and their supervisors who deliver the services provided under the Developmental Disabilities (DD) waivers. The redesigned waivers are discussed in detail in the Medicaid Memo dated May 24, 2016 that outlined the scope of the changes that have been authorized and funded by the General Assembly and have been approved by the **U.S. Centers for Medicare and Medicaid Services (CMS)**.

Providers shall ensure that identified DSPs and DSP supervisors providing services to individuals with developmental disabilities receive training on:

1. The characteristics of developmental disabilities and Virginia's DD Waivers,
2. Person-centeredness, positive behavioral supports, effective communication,
3. DBHDS-identified health risks and the appropriate interventions as applicable to the specific individuals served, and
4. Best practices in the support of individuals with developmental disabilities.

The emergency regulations for the DD waivers will require that all individuals who directly provide services must pass an objective, standardized test of skills, knowledge, and abilities approved by DBHDS and administered according to DBHDS' defined procedures.

## **Requirements for non-DBHDS-licensed providers providing DD waiver services:**

### **Testing and assurances required for non-DBHDS-licensed providers of these services**

- Agency-Directed Personal Assistance
- Agency-Directed Companion
- Agency-Directed Respite

**Requirements for DBHDS-licensed providers providing DD waiver services:**

<b>Testing, competencies, and assurances required for DBHDS-licensed providers of these services</b>	
<ul style="list-style-type: none"><li>• Agency-Directed Personal Assistance</li><li>• Agency-Directed Companion</li><li>• Agency-Directed Respite</li><li>• Center-based Crisis Services</li><li>• Community-based Crisis Services</li><li>• Crisis Support Services</li><li>• Community Engagement</li><li>• Community Coaching</li></ul>	<ul style="list-style-type: none"><li>• Group Day Services</li><li>• Group Home Residential</li><li>• Independent Living</li><li>• In-Home Support Services</li><li>• Sponsored Residential</li><li>• Supported Living Residential</li><li>• Workplace Assistance</li></ul>

Basic staff competencies are required for all providers of the DBHDS-licensed services listed in the chart above. Additional competencies related to medical, behavioral and/or autism are required for those providers supporting individuals with the most intensive needs who are identified as having a Levels 5, 6 or 7 (as determined by the person’s resulting level based on the completed Supports Intensity Scale®) and seeking reimbursement for those higher levels.

The manual containing the test, as well as competency and assurance documents are available on the DBHDS website at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov) under Professionals and Service Providers, Developmental Services, Provider Development and then selecting the Competencies and Training tab. Alternately, all materials may be accessed online at [http://www.partnership.vcu.edu/DSP\\_orientation/](http://www.partnership.vcu.edu/DSP_orientation/). Competency and assurance documents are also on the DMAS website with the following form numbers: DMAS P201a, DMAS P240a, DMAS P241a, DMAS P242a, DMAS P243a, DMAS P244a, DMAS P245a, and DMAS P246a.

All supervisors/trainers who will be preparing DSPs to pass the test and/or meet competencies, **MUST** complete the supervisors’ training online and pass the accompanying test with a score of at least 80% prior to orienting new DSPs to provide services under the DD Waivers. The training is available via the DBHDS Knowledge Center at <https://covkc.virginia.gov/dbhds/external>.

Please note that the DBHDS Knowledge Center is for **supervisors/trainers only**, and is not the DSP Orientation Training. Supervisors/trainers should print the certificate after successful completion; it should be available for review in their agency personnel file. The assurance is self-completed and can be obtained online at <http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development> under the Competencies and Training tab and should be maintained in the agency personnel file or online at [http://www.partnership.vcu.edu/DSP\\_orientation/](http://www.partnership.vcu.edu/DSP_orientation/). Competency checklists are updated annually and confirmed by supervisors or the appropriate provider designated staff.

New users of the DBHDS Knowledge Center must register in the system to enable access to the course. Register or sign in to take the course at <https://covkc.virginia.gov/dbhds/external>. Enter “DSP” in the search field to access the training.

**Phase-in Period for Updated Requirements**

DSPs and DSP supervisors who have received training through the older materials (“Staff Orientation Workbook”) and passed the accompanying test **are required to meet the new training requirements, pass the updated test, and if operating in DBHDS-licensed settings meet the required competencies.**

If You Are...	You have...	You have...
An existing qualified supervisor	120 days(12/30/2016) from the effective date of the emergency waiver regulations to complete the updated training, testing, assurances and competency requirements per 12VAC30-120-515	180 days (2/28/2017) from the effective date of the emergency waiver regulations to complete the advanced training requirements if you provide services to individuals in Levels 5, 6 or 7 per 12VAC30-120-515
An existing qualified DSP	180 days (2/28/2017) from the effective date of the emergency waiver regulations to complete the updated training, testing assurances and competency requirements per 12VAC30-120-515	180 days (2/28/2017) from the effective date of the emergency waiver regulations to complete the advanced training requirements if you provide services to individuals in Levels 5, 6 or 7 per 12VAC30-120-515
A DSP or DSP supervisor hired on or after the September 1 implementation date	You must meet training, testing, and assurances requirements before providing reimbursable support in the absence of other qualified staff per 12VAC30-120-515	You must meet the basic and advanced competency requirements within 180 days of hire per 12VAC30-120-515

Please direct any questions to your assigned DBHDS Community Resource Consultant. See <http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development> for a listing of names and contact information.

**Quality Management Review and Program Integrity Auditing**

DMAS will commence auditing for the new training requirements beginning January 1, 2017 for 120 day post implementation requirements (DSP supervisors) and beginning March 1, 2017 for 180 day post implementation requirements. During the phase in period outlined above DSPs and DSP supervisors personnel records must maintain documentation of training through the older materials (“Staff Orientation Workbook”) and successful completion of the accompanying test. Following the phase in period outlined above and per 12VAC30-120-515 the following documents must be maintained and available for review.

**Non-DBHDS-licensed provider documents needing to be maintained for review:**

Role	Documentation needed
Supervisors of Direct Support Professionals in non-DBHDS-licensed agencies	Online certificate from the DBHDS Learning Management System; Supervisor Assurance
Direct Support Professionals in non-DBHDS-licensed agencies	Copy of completed Orientation Manual Test; Direct Support Professional Assurance

**DBHDS-licensed provider documents needing to be maintained for review:**

Role	Documentation needed
Supervisors of Direct Support Professionals in DBHDS-licensed agencies	<p>Online certificate from the DBHDS Learning Management System;            Supervisor Assurance;            DSP and Supervisor’s Competencies Checklist</p> <p>When supporting individuals with a Level 5, 6 or 7 the appropriate additional competencies checklist(s) based on the completed Supports intensity Scale Levels of those supported including: the DBHDS Behavioral Support Competencies Checklist, the Virginia Autism Council’s Autism Skill Competencies Tracker, and/or the DBHDS Health Competencies Checklist.</p>
Direct Support Professionals in DBHDS-licensed agencies	<p>Copy of completed Orientation Manual Test;            Direct Support Professional Assurance;            DSP and Supervisor’s Competencies Checklist</p> <p>When supporting individuals with a Level 5, 6 or 7, the appropriate additional competencies checklist(s) based on their completed Supports Intensity Scale Level of those supported including: the DBHDS Behavioral Support Competencies Checklist, the Virginia Autism Council’s Autism Skill Competencies Tracker, and/or the DBHDS Health Competencies Checklist.</p>

**ADDITIONAL INFORMATION ON THE MEDICAID WAIVERS REDESIGN:**

Virginia’s Home and Community Based Services (HCBS) Developmental Disabilities Waivers are being redesigned to better assure that people with disabilities have the supports needed to design and achieve lives of quality and meaning in their communities. Updates on the waiver redesign can be found on the DBHDS website under *My Life, My Community* by going to: [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov). For questions, call toll-free 1-844-603-9248 (1-844-603-WAIV).

**COMMONWEALTH COORDINATED CARE**

Commonwealth Coordinated Care (CCC) is a managed care program that is coordinating care for thousands of Virginians who have both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at [http://www.dmas.virginia.gov/Content\\_pgs/altc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx) to learn more.

**MAGELLAN BEHAVIORAL HEALTH OF VIRGINIA (Behavioral Health Service Administrator)**

Providers of behavioral health services may check member eligibility, claims status, check status, service limits, and service authorizations by visiting [www.MagellanHealth.com/Provider](http://www.MagellanHealth.com/Provider). If you have any questions regarding behavioral health services, service authorization, or enrollment and credentialing as a Medicaid behavioral health service provider please contact Magellan Behavioral Health of Virginia toll free at 1-800-424-4046 or by visiting [www.magellanofvirginia.com](http://www.magellanofvirginia.com) or submitting questions to [VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com).

**MANAGED CARE PROGRAMS**

Many Medicaid individuals are enrolled in one of the Department’s managed care programs (Medallion 3.0, CCC and PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan/PACE provider may utilize different prior authorization, billing, and reimbursement guidelines than those described for

Medicaid fee-for-service individuals. For more information, please contact the individual's managed care plan/PACE provider directly.

Contact information for managed care plans/PACE providers can be found on the DMAS website for each program as follows:

- Medallion 3.0: [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx)
- Commonwealth Coordinated Care (CCC): [http://www.dmas.virginia.gov/Content\\_pgs/mmfa-isp.aspx](http://www.dmas.virginia.gov/Content_pgs/mmfa-isp.aspx)
- Program of All-Inclusive Care for the Elderly (PACE): [http://www.dmas.virginia.gov/Content\\_atchs/ltc/PACE%20Sites%20in%20VA.pdf](http://www.dmas.virginia.gov/Content_atchs/ltc/PACE%20Sites%20in%20VA.pdf)

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Help desk toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **KEPRO PROVIDER PORTAL**

Providers may access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.