

Provider Roundtable April 2022 Q&A

Q1. When will the Provider Roundtable Presentation Forum be held?

A1. May 25th from 10am to noon. We plan on holding these quarterly on the month following the Provider Roundtable. We will send more information through the listserv closer to the date.

Q2. What is the status of the rate increase for group homes?

A2. As of the date of this meeting, the General Assembly has not yet passed a budget. They have until June 30th to pass a budget.

Q3. We did not see the town hall on the updated regs on Human Rights when was it posted?

A3. The Draft Guidance document was posted for public comment on 2/28/2022. It is not yet final. Here is the link to see all of the activity and status. We also sent an email blast via the listserv informing providers that the document was going to be posted for public comment on 2/9/2022. The document is expected to be final 5/1/2022.

Q4. What is the required investigation training? Are the investigation training mandates the same for the Office of Licensing and the Office of Human Rights?

A4. The training is offered by the OHR and it is called "Investigating Abuse & Neglect: An Overview for Community Providers". This virtual training is offered quarterly. The next scheduled Investigation training session is 6/9/2022 - registration details, plus information about all available provider training offered by OHR can be found on the OHR webpage, under Provider Resources here. The training requirements specific to investigating abuse and neglect are the same for the Offices of Licensing and Human Rights.

Q5. How can we tell if the primary account holder has been established? We have faxed an update form but have not received confirmation of receipt/processing.

A5. DMAS continues to process PAH (Primary Account Holder) applications as quickly as possible. The requested PAH at your organization should receive an email notification with their new MES login information upon successful processing of the application.

Q6. How many rounds of the QSR should we expect? We are wrapping up round #3 and was told round #4 will start around July.

A6. You are correct, Round 3 is wrapping up and Round 4 will start in July. There will be a Round 5. That is the most current information we have.

Q7. Can we please get a backup email for CHRIS that would enable providers to email when they are having problems putting in information?

A7. incident_management@dbhds.virginia.gov

Q8. Could I receive clarification about the training that was held for the 3.3 update and ISP training and then the Documentation training that was held on 4/22. The documentation training had some specific guidelines to steer away from ADL's and IADL's for outcomes.

A8. ADLs and IADLs should not be "outcomes" but would be addressed in your routine Support Activities and Support Instructions. Reach out to your Provider Team CRC if you need further clarification.

Provider Roundtable April 2022 Q&A

Q9. How do you access the HCBS Toolkit?

A9. <https://www.dmas.virginia.gov/for-providers/long-term-care/waivers/home-and-community-based-services-toolkit/>

Q10. Providers of behavior services are being notified when their BSPs have been reviewed and provided with feedback, correct?

A10. Yes, our team will reach out to behaviorist(s) to schedule a short meeting to review BSPARIs that have been completed such that behaviorists can see areas that are present and absent related to the Practice Guidelines for BSPs. The tool itself has a resources tab embedded in it that will highlight any areas absent and provides links to relevant resources in the professional literature. We are happy to answer any questions during the reviews and provide resources

Q11. Can work place assistance be added to center-based day support as well?

A11. In order to provide Workplace Assistance, you need to either be a supported employment provider with a vendor agreement with DARS or have a non-center-based day support license. You cannot do the service with a Center-Based Day support license.

Q12. Regarding the SIS- are reassessments happening at all? And what is the appropriate way to follow up if getting limited information from the SC?

A12. Yes, they are indeed happening when the appropriate request form and documentation are submitted to the SC. Contact the SC for updates on a request that has been submitted.

Q13. I tried to locate a printable "My Passport" I could not locate the copy of this document. How can I find this?

A13. <https://dbhds.virginia.gov/office-of-integrated-health/>

Q14. How do we do COVID Vaccine Group clinics now that Vaccines are no longer free?

A14. COVID vaccines are covered by Medicaid. You may reach out to the Office of Integrated Health if you have specific questions at the webpage above.

Q15. How often are SIS reassessments being done?

A15. SIS Reassessments are reviewed by a team at DBHDS at the request of the individual, family, or guardian. The SC completes a SIS Reassessment form and attaches the appropriate documentation. The timeframe did change for the routine cycle of SIS assessments from 3 years to 4 years.

Q16. Where / how can one become a PBSF (Positive Behavior Support Facilitator)?

A16. http://www.personcenteredpractices.org/vpbs_become_endorsed.html

Q17. Can I have a DMAS contact email address for questions regarding CDSF services?

A17. cdsf@dmas.virginia.gov

Q18. If you are providing rides to individuals to/from day support, how do you get reimbursed?

A18. Please reach out to your CRC on the Provider Team.

Provider Roundtable April 2022 Q&A

Q19. Can you please explain LEIE checks?

A19. Providers must do checks of the List of Excluded Individuals and Entities at hire and monthly thereafter. The LEIE list may be accessed at <https://exclusions.oig.hhs.gov/>

Q20. Who completes the Part V for individuals who elect to use consumer-directed attendant, respite and/or personal care who chooses not to use services facilitation?

A20. Guidance is currently in the development process about this, and information will be released via the listserv once finalized.

Q21. If the PCR are being placed in WAMS do we still have to submit to the SC?

A21. If the SC chooses that as the method to securely send the PCR, you will still need to have a progress note that states it was sent to the SC via that method.

Q22. What does PFS stand for?

A22. Plan for Supports. We also refer to this as Part V of the PC-ISP. We will often use these terms interchangeably.

Q23. License specialist stated there is no 10 day grace period for PCR/QR. Is that accurate?

A23. Per Licensing, providers have a 15 day grace period for the PCR, however, the DD Waiver Manual only gives 10 days, so you must abide by the 10 day max grace period.

Q24. Is the Quillo Connect platform 508 compliant?

A24. Yes

Q25. Is Quillo being used as CE?

A25. No, Quillo Connect is a Tik Tok-style communication platform for individuals with IDD. Quillo Connect uses micro-learning, positive psychology, success stories, and the Charting the LifeCourse Nexus framework to raise expectations and build a good life. Community Engagement is for individuals to form natural relationships in their communities with individuals without disabilities.

Q26. Can you please provide the link to the Person centered thinking training website again?

A26. <http://personcenteredpractices.org/>

Q27. How can I access the documentation training that was done on 4-22?

A27. It is available on the DMAS HCBS ToolKit site along with the other 3 webinars.
<https://www.dmas.virginia.gov/for-providers/long-term-care/waivers/home-and-community-based-services-toolkit/>

Q28. Who is required to take the PCT classes?

A28. Person Centered Thinking classes are highly recommended for everyone; however, they are only required for providers of Community Guide services.

Q29. Would there be an exception for an earlier SIS if needed or 4 years is the standard?

Provider Roundtable April 2022 Q&A

A29. If an individual's support needs have changed significantly since the last SIS assessment and prior to the next, a SIS reassessment may be requested.

Q30. Can you please repeat where to document submission of the PCR to the SC?

A30. Document in your progress notes when and what method was used to submit PCR to SC.

Q31. What if the provider gets documents ready but legal guardian is not available to sign up documents or signs the documents late?

A31. You should document in a progress note any and all attempts to obtain signatures on required documentation.