

Questions and Answers from Provider Roundtable Presentation November 30, 2022

Questions & Answers

Q1. I just received an email regarding requests for EM, AT, and EHBS. Does this apply to group home settings or can I receive more information to ensure it does not apply to my organization?

A1. Environmental Modifications (EM) and electronic home-based support services (EHBS) do not apply to group home settings. However, someone who lives in a group home is eligible for assistive technology (AT). The need for the service and the service authorization would all go through the Support Coordinator, not the group home, so this does not apply to your organization.

Q2. How many years do we have to keep paper files for individuals receiving services in a group home setting?

A2. Per [12VAC-30-122-120.12.a](#). Retain records for at least six years from the last date of service or as provided by applicable state and federal laws, whichever period is longer. Records of minors shall be kept for at least six years after such minor has reached the age of 18 years.

Q3. So if I have individual that has been with my program since 2011, I can shred all paperwork from 2011-2015 and maintain other files for 2016-current, even if this individual is still receiving services from program?

A3. No. You must maintain all of the records while the person is receiving services and for 6 years after the person is no longer receiving services from your organization.

Q4. Can you add the DBHDS website link in the chat?

A4. <https://dbhds.virginia.gov>

Q5. Can you use the provider search to look for new providers that are waiting on licensure or waiting for their account on My Life My Community?

A5. This is for DD Waiver providers. If you are waiting on a license and therefore do not yet have a DMAS Provider Participation Agreement to be a DD Waiver provider, you would not yet be in the provider search.

Q6. What is the box that we need to check?

A6. "I accept the terms of data submission." It is within the form and not at the bottom. You will receive an error if you submit without checking this box.

Q7. Can more than one user register per agency on My Life My Community?

A7. Yes.

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Q8. Is there a preferred browser (i.e. Google, Edge, etc) to interface with the site to update, revise, etc. the information?

A8. While there is not a preferred browser, we have not experienced any issues when using Chrome, Edge, or Firefox, as well as many mobile devices.

Q9. What is the turnaround time for a new account being granted access?

A9. Please allow up to 3 business days once the application is completed for the application to be reviewed, input, and to receive your email.

Q10. Is there a data base for those waiting to be licensed?

A10. You would need to contact the [Office of Licensing](#).

Q11. Is there a way to see what the badge survey questions are, and potential supporting documentation needed?

A11. This differs depending on the type of badge survey you are completing. It is okay to complete a survey and not pass. Once you do pass you will receive a list of the documentation needed.

Q12. When possible, could you send the link for logging in as a provider? I realize we need to update some of our info on the MLMC page.

A12. <https://mylifemycommunityvirginia.org/login>

Q13. Other than how it's billed, is there difference between supportive in-home and in-home supports?

A13. Supportive in-home in the name of the license and in-home supports is the name of service. In-home supports are provided by providers that have a supportive in-home license. Supported living services may now be provided within a person's own home or apartment with a supportive in-home license. Previously, supported living services could only be provided by a provider with a residential license and the service had to be provided within a residence that was owned/operated by the residential provider. Supported living services are provided around the clock, as the individual needs support (support staff should be on-call at all times). In-home supports typically supplement the primary care provided by the individual, family, or other unpaid caregiver and are based on a set schedule and are billed hourly for the time that direct service is provided.

Q14. Will there have to be separate applications for numerous services provided by one agency?

A14. No. You will complete the application as one agency and you can list all of the services you provide under that one agency.

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Q15. Can you please repeat the difference?

A15. Please see A13 above.

Q16. How many individuals may live in a supportive living setting (i.e. 1, 2, or more)?

A16. This depends on each specific case. Please contact your [licensing specialist](#).

Q17. What if someone needs more than 344 days and doesn't have any other help? How can you bill for the remaining days in the year?

A17. In the 344 day billing model, the daily rate is higher, so that you would receive the full annual amount by the time you bill the 344 days. More details can be found [here](#). If you have additional questions, please feel free to reach out to your [Team 2 Community Resource Consultant](#).

Q18. Where can we find detailed service descriptions on both programs?

Resources

A18. *Supportive Living*- [DD Waiver Regulations](#), [DD Waiver Policy Manual](#) (starts on page 183)

In-Home Supports- [DD Waiver Regulations](#), [DD Waiver Policy Manual](#) (starts on page 165)

[DBHDS CRC Contact List](#)

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