

# PROVIDER Quarterly Update

Volume No: 3 | Issue: November/December 2017

## The Provider Data Management System

The District has partnered with MAXIMUS to assist the Department of Health Care Finance (DHCF) in achieving compliance with the requirements mandated in 42 CFR 455, Subpart E, and to process provider screening and enrollment through the Provider Data Management System (PDMS) web portal. The DC PDMS web portal, [www.dcpdms.com](http://www.dcpdms.com) is a more reliable and efficient way for a provider to complete the DC Medicaid provider application. As the District's enrollment and screening services agent for new and re-enrolling providers, MAXIMUS delivers the following services to providers, including but not limited to:

- Ensuring applications for enrollment and re-enrollment are complete
- Re-validating enrollments every 3 years for moderate- and high-risk providers and at least every 5 years for low-risk providers
- Conducting unannounced pre- and post-enrollment site visits for moderate- and high-risk provider types. MAXIMUS staff will conduct the site visits and arrive with appropriate documentation of their identity and their authority to conduct the site visit on behalf of the DHCF.

### Benefits of the web portal include:

- Faster enrollment submission and processing
- Fewer applications returned to providers due to missing and/or incomplete information
- 24/7 access to provider enrollment information

### Two new provider types available on the web portal:

The DC PDMS is being updated to allow for two new provider applications – **Physician Assistant** and **Personal Care Assistant** – which was deployed in October 2017. Please reach out to the **MAXIMUS Provider Screening and Enrollment Customer Service Center** for more information or assistance with creating your account, completing your provider application, or completing your Physician Assistant or Personal Care Assistant application.

## In This Issue

The Provider Management System.....	p1
Provider Training.....	p2
Did You Know?.....	p2
DHCF EPD Waiver Program is Actively Recruiting Providers.....	p3
Health Care Reform and Innovation Administration Updates .....	p3
Health Care Policy and Research Administration Updates.....	p4



## Provider Screening and Enrollment Customer Service Center

The Provider Screening and Enrollment Customer Service Center, operated by MAXIMUS, provides responsive, consistent and reliable customer service while guiding DC providers through the screening and enrollment process. Our customer service representatives can answer questions and provide assistance on a variety of topics, including:

- Accessing the web portal
- Creating an account
- Submitting an application
- Checking the status of an application
- Obtaining information about the new data verification and validation requirements
- Resetting passwords
- Submitting an update for a provider



# Provider Training

In an effort to help providers become familiar with the PDMS, MAXIMUS is offering both monthly and quarterly training sessions. The training will include the topics listed below:

- PDMS Software Applications
  - Web Portal and User Guide
  - PDMS User Roles and Logging-in
  - Updating Active Provider Data File
  - Overview of New ACA Provider Requirements and Compliance Awareness
  - High-Level Workflows in PDMS (provider account set-up, enrollment, re-enrollment)
  - PDMS Provider Application Processing and Fees
- Data Validation
- License Verification
- Ownership Information
- Risk Categorization
- Enrollment and Re-Enrollment Differences for Providers
- Site Visits
- Notices and Letters
- Documents Upload

**Reminder:** All groups are required to have an active profile in the PDMS to affiliate individual providers with their group. Please monitor your group’s account to ensure all individual providers are properly enrolled and that credentialing agents monitor the affiliations for new providers. Taking these steps will ensure that your claims are processed correctly.

**MCO Transition:** Please visit the [www.dcpdms.com](http://www.dcpdms.com) “Latest News” to review a notification about the MCOs operating in the District of Columbia. Details about contracting with any of the MCOs serving DC Healthy Families or DC Alliance members are included. ❖

## PDMS System Training / Enrollment and Screening Training

2017 Training Dates	2018 Training Dates
December 14, 2017	January 17, 2018
	February 15, 2018
	March 13, 2018
	April 18, 2018
	May 17, 2018
	June 12, 2018
	July 12, 2018
	August 16, 2018
	September 12, 2018

Trainings will be held at the MAXIMUS Provider Screening and Enrollment Office: **1111 14th St. NW Suite 720, Washington, DC 20005**

At **10:30 and 2:30** on each of the dates listed above. Trainings are offered both **onsite** and via **webinar**.

Please RSVP for the session you would like to participate in by sending an email to:

[Outreach.dcpdms@maximus.com](mailto:Outreach.dcpdms@maximus.com) or by contacting **Natasha Hudson** at **202.499.3397**.

### Provider Screening and Enrollment Customer Service Center

844.218.9700 (toll free)

Monday Friday  
8:00 a.m. – 5:00 p.m.



## Did You Know?

DHCF is in the process of mailing out 90-Day Notices of Mandatory Electronic Funds Transfer (EFT) Enrollment to DC Medicaid providers and suppliers.

Under 42 C.F.R. § 455.452, states can establish provider screening methods that are more stringent than the minimum requirements set forth in the federal regulations governing provider screening and enrollment. In accordance with this provision, DHCF is requiring its providers to participate in the EFT/ACH program, a federally regulated network for the processing of electronic payments, in order to become enrolled or continue to be enrolled as a DC Medicaid provider or supplier.

In accordance with the new Section 928.5 of Title 29 of the District of Columbia Municipal Regulations (DCMR), all currently enrolled DC Medicaid providers and suppliers, except District Government Agencies and individuals or entities enrolling on an emergency or one-time basis, shall enroll in the EFT/ACH program within ninety (90) days of the date of the notice for the individual provider or supplier to remain eligible for reimbursement from the DC Medicaid program.

The EFT/ACH application can be accessed online at [www.dcpdms.com](http://www.dcpdms.com) under MANDATORY box. ❖



# DHCF EPD Waiver Program is Actively Recruiting Providers

### Background

The Department of Health Care Finance (DHCF) offers a variety of services under the home and community-based waiver program. The Medicaid HCBS Waiver program was authorized by 1915 (c) of the Social Security Act. The 1915 (c) waiver is one of many options available to states to allow the provision of Medicaid long-term care services to avoid institutionalization. The Elderly and Persons with Disabilities (EPD) Waiver program serves individuals living with a disability ages 18-64, and older adults ages 65+ who require assistance with activities of daily living, who meet a nursing home level of care. The District's HCBS EPD Medicaid Waiver amendment was approved for renewal effective April 4, 2017.

DHCF is actively recruiting for the following service types:

- **Home Health Care Agencies.** Home health care agencies provide a wide range of health care services that can be given in your home for individuals who are elderly or who have experienced illness or injury. Some services provided include but are not limited to: personal care, physical therapy, occupational therapy, respite, skilled nursing, chore aide and homemaker.
- **Chore Aide.** Chore aides provide non-medical household tasks, such as washing floors, windows, walls, trash removal and rearranging furniture in order to provide safe access and egress. Chore aides do not provide direct-care/hands-on personal care, meal preparation, grocery shopping or respite services.
- **Homemaker.** Homemaker services include general household activities such as grocery shopping, routine housecleaning and meal preparation. Homemakers must maintain current certification as a home health aide. Homemaker services do not provide any direct-care/hands-on personal care.
- **Environmental Accessibility Adaptations.** Environmental accessibility adaptations provide physical adaptations to the

home that are necessary to ensure the health, safety and welfare of the individual and/or increase independence in the home and without which the individual would be at risk of institutionalization. Allowable in-home modifications include:

- Installations of ramps and stair climbers
  - Widening of doors to accommodate bathroom facilities to ensure safe use
  - Installation of specialized electric and/or plumbing system to accommodate medical equipment and supplies
- **Adult Day Health.** Adult day health is a professional care setting in which older adults, adults living with dementia, or adults living with disabilities receive individualized therapeutic, social and health services for some part of the day. Adult day service centers provide a coordinated program of professional and compassionate services for adults in a community-based group setting. Services are designed to provide social and some health services to adults who need supervised care in a safe place outside the home during the day.
  - **Physical Therapy.** Physical therapy can assist individuals with retaining their independence, whether they are managing a long-term illness or just want to improve their general health and mobility. The goal of physical therapy is to help restore and improve functionality, reduce pain and increase mobility for better strength and balance.
  - **Occupational Therapy.** Occupational therapy is a treatment that involves helping people live more independent and productive lives by incorporating meaningful activities to promote participation in everyday life. It is focused on improving life skills which can lead to better quality of life

If you are a qualified individual or organization that is interested in applying to become a provider in the EPD Waiver program, please contact the Provider Enrollment Team at **202.442.9533**. ❖

## Health Care Reform and Innovation Administration Updates

### Summary of Stakeholder Comments on Potential for Medicaid Accountable Care Organizations in the District

This spring, DHCF solicited feedback on the possibility of creating a Medicaid Accountable Care Organization (ACO) to promote new ways of managing population health and risk. ACOs are groups of primary care providers, specialists and/or hospital and other health professionals who manage the full continuum of care and are accountable for the total costs and quality of care for a defined population.

DHCF was pleased to receive 16 responses to this request for information, representing payers, providers, associations

and community groups. A brief summary of community feedback is available on DHCF's website <https://dhcf.dc.gov>. For more information, please send inquiries to [healthinnovation@dc.gov](mailto:healthinnovation@dc.gov).

### New Medicaid Program for Beneficiaries with Multiple Chronic Conditions

On July 1, 2017, DHCF launched "My Health GPS," a new care coordination program for Medicaid beneficiaries diagnosed with multiple chronic conditions. As part of the My Health GPS program, interdisciplinary care teams from approved Medicaid



MyHealth**GPS**  
Healthy Starts Here

## Health Care Reform *Continued*

primary care providers will organize and coordinate primary, acute, behavioral health and long-term services and supports for eligible beneficiaries. Overall, the program aims to improve health outcomes while reducing inappropriate hospital utilization and hospital readmissions.

The 12 Medicaid primary care providers currently participating in the My Health GPS program include:

- Bread for the City
- Children’s National Health System
- Community of Hope
- Medical Home Development Group
- Family and Medical Counseling Service
- Howard University Faculty Practice Plan

- La Clinica del Pueblo
- Mary’s Center
- GW Medical Faculty Associates
- Providence Health Services
- Unity Health Care
- Whitman-Walker Clinic

To learn more about the My Health GPS program, please see the press release from Mayor Bowser at <https://mayor.dc.gov/release/bowser-administration-announces-launch-my-health-gps> or visit the DHCF site at <https://dhcf.dc.gov/page/health-home-persons-multiple-chronic-conditions-my-health-gps>. ❖

## Health Care Policy and Research Administration Updates

*Division of Eligibility Policy (DEP)* Refer to <https://dhcf.dc.gov/page/dhcf-medicaid-regulations> for more information.

### DEP Trainings:

- Emergency Medicaid
- Guardianship Training
- LTC Training Process Change/ Revised DHS 1346/DHS 1445 – Nursing Facility
- LTC Training Process Change/ Revised DHS 1346/DHS 1445 – ESA staff
- In person Quickbase Training for ICF Providers
- WebEx Quickbase Training for DDA/IDD waiver Providers

### DEP Eligibility Policies:

- Emergency Medicaid
- Identity Verification
- Nursing Facility Patient Payability Forms (DHS 1346/DHS 1445) – elimination of supervisor’s signature

### Approved State Plan Amendments (SPAs)

7/1/2017	Health Home 2
7/1/2017	PCA Safety Monitoring and Reassessment
5/6/2017	Coverage Outpatient Drug

### Published Rules for DHCF Programs, Services and Policy (May – August 2017)

8/11/2017	Medicaid Eligibility for Title IV-E Foster Care Children Notice of Final Rulemaking
8/4/2017	Specialty Hospital Reimbursement Services Notice of Proposed Rulemaking
7/21/2017	Elderly and Individuals with Physical Disabilities Waiver Notice of Final Rulemaking
7/21/2017	Long-Term Care Service and Support Assessment Notice of Final Rulemaking
6/23/2017	My Health GPS Program Notice of Emergency and Proposed Rulemaking
6/16/2017	Service My Way Program Notice of Third Emergency and Proposed Rulemaking
6/9/2017	Medicaid Reimbursement of Personal Care Aide Services Notice of Emergency and Proposed Rulemaking
5/5/2017	Durable Medical Equipment, Prosthetics, Orthotics and Supplies Notice of Proposed Rulemaking
5/5/2017	Medicaid Reimbursable Telemedicine Services Notice of Second Emergency and Proposed Rulemaking
5/5/2017	Medicaid Reimbursement for Fee for Services Pharmacies Notice of Emergency and Proposed Rulemaking

**Provider Screening and Enrollment  
Customer Service Center**

**844.218.9700 (toll free)**

**Monday Friday  
8:00 a.m. – 5:00 p.m.**

