

# District of Columbia Provider Data Management Services

## Coming Soon – Changes for District of Columbia Providers

The new District of Columbia Provider Data Management Services Newsletter is designed to provide timely information about the upcoming implementation of the new provider screening and enrollment requirements and processes. 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. MAXIMUS is developing a web portal through which providers can complete, submit and update their service provider applications electronically. The implementation and launch of the web portal is planned for **October 3, 2016**.

## Introducing a New Provider Data Management System Web Portal

DHCF is preparing to implement a new Provider Data Management Services (PDMS) system that will allow automated submission of the Providers DC Medicaid Applications for enrollment and re-enrollment. As the enrollment/re-enrollment services agent for new providers on behalf of DHCF, MAXIMUS will deliver the following services to providers, including but not limited to:

- Ensuring applications submitted for enrollment and re-enrollments are complete



- Assigning categorical risk levels for all provider types
- 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.
- Collecting application fees for institutional providers
- Revalidating enrollments every 3 years for high-risk providers and at least every 5 years for low- and moderate-risk providers
- Tracking temporary moratoria through the PDMS system
- Tracking providers' finger-printing and criminal background checks based on categorical risk level. All high-risk providers will need to complete the fingerprint background check regardless of their time of enrollment.

Fingerprint and background checks will need to be completed by **January 3, 2017**.

PLEASE NOTE: The web portal will be available beginning on October 3, 2016, at 8:00 a.m. To complete enrollment activities through the web portal, visit:

[dc.pdms.com](http://dc.pdms.com)

**Benefits of the web portal will 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

## Up Next – A New Provider Screening and Enrollment Customer Service Center

The new Provider Screening and Enrollment Customer Service Center, operated by MAXIMUS, will provide 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

*The MAXIMUS Provider Screening and Enrollment Customer Service Center opens **October 3, 2016**.*

*844-218-9700 (toll-free)*

*Monday – Friday*

*8:00 a.m. – 5:00 p.m.*

In order to address provider inquiries about applications, enrollment and revalidation efficiently and effectively, it is essential that providers create user accounts and validate their email address. Not only will creating an account facilitate the application process, it will also serve as the main communication channel between the DHCF and providers. All notifications regarding applications approvals, re-enrollment expirations and license expirations, as well as new information that the District may need to disseminate to the provider community, will be done through secure provider user accounts.

## New Provider Training

In an effort to help providers become familiar with the new PDMS system, MAXIMUS will launch an outreach effort to keep providers informed of all news related to the new system implementation – beginning with this newsletter. We will also provide training for all providers who are interested in learning about the new system beginning on **Monday, September 12, 2016**. This initial training is scheduled exclusively for

providers to learn the system prior to its launch on October 3, 2016. The training will include the topics listed below:

- PDMS Software Applications
  - Web Portal and User Guide
  - PDMS System User Roles and Logging-in
  - Overview of New ACA Provider Requirements and Compliance Awareness
  - High-Level Workflows in PDMS System (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 uploads

## Transition

Applications submitted on or after **August 15, 2016**, must be submitted to the MAXIMUS Provider Screening and Enrollment Customer Service Center. The new mailing address for providers who have not set up an account and are unable to submit an application or upload documentation to the PDMS web portal is:

P.O. Box 34086

Washington, DC 20043 – 9997

Please note that there may be a delay in application approvals due to the transition of the new provider services agent.

### **There are no changes in billing and claims processing.**

The billing process is not changing for providers. If you have questions about claims for services provided, please contact:

Xerox Provider Inquiry

866-752-9233

[dc-medicaid.com](http://dc-medicaid.com)

*Please pass along this information to administrative and office managers who handle provider enrollment, re-enrollment or revalidation as well as to clinical and billing staff.*

***We look forward to serving you!***

The MAXIMUS DC PDMS Team