

What's new in Intellectual Disability and Day Support Waivers for the Commonwealth of Virginia?

In 2006, the Centers for Medicaid and Medicare Services awarded Virginia a Systems Transformation Grant aimed at creating system and service efficiencies. Part of these efficiencies focused on the transformation of the Intellectual Disability (ID) and Day Support (DS) Waiver system. Since 2006, a coordinated effort has been underway to create an electronic system called the Intellectual Disability On-Line System (IDOLS). The partners include: the Departments of Medical Assistance Services (DMAS), Behavioral Health and Developmental Services (DBHDS), the Va Network of Private Providers (VNPP), Community Service Boards/Behavioral Health Services (CSBs), family members, providers, and individuals. The purpose of this group is to outline the steps necessary for developing this electronic system, system user requirements and it's functionality for users.

When will the system be available for use?

- This system will be ready for user acceptance testing late September and be rolled out across the state in the fall (November).

Who will this affect?

Providers and those who support individuals with:

- ID and DS Waiver services

AND... individuals and family members who use these services. (Check the Off. Developmental Services website for updates)

What does this mean to these agencies and individuals of services?

- Providers, CSB/BHAs and Office of Developmental Services at DBHDS will conduct transactions for the Wait List, Slot Assignment, Waiver Enrollment, and Prior Authorization through this new system electronically.
- Providers must have access to computers using broad band, cable, wireless, or cellular internet services to access the new system.
- Provider computers and internet services should be operational by October 15th, 2010.
- Agencies may need to realign internal policies for submitting ID/DS Waiver information to the Office of Developmental Services.
- Providers will assign an administrator who will assign certain agency individuals passwords to enter the system.
- Work on family and individual access to the system may begin some time in the spring of 2011.

Please note that timeframes for Waiver documentation and submissions will continue as in the current ID/DS Waivers manual.

- Minimum system requirements: This section describes the system requirements to run Microsoft Dynamics CRM Online. See attachment.

What will the system do for your agency?

- Shorten the time spent getting information to ODS for ID/DS Waiver Waiting lists, Enrollment, and Pre-authorization of Waiver services and back to providers.
- The system will enhance accurate submissions and make available reports about these services and the waitlist directly to your agency as appropriate.
- Eliminate faxing of reports and Individual Service Authorization Requests, Enrollment to waivers, Waiting Lists and related submissions.

What the system will do for individuals and families who use services?

- Allow access through a password to review for which wait list you are listed and date of need in the spring of 2011.
- Allow access through a password to locate where your service authorization is in the process in the spring of 2011.
- Continue to receive DMAS authorization notices.

What supports will be in place to help agencies and staff learn the new system in late summer 2010?

- User Testing
- Transition period
- Train the trainer sessions
- Webinars
- On-line Training
- Regional live training
- Toll free number Help Line
- Online instruction manual

Attachment on Minimum Computer Requirements.

The following operating systems are supported for the Microsoft Dynamics CRM Online Web application and for Outlook:

- Windows 7
- Microsoft Windows Vista
- Windows XP Professional SP2 or SP3
- Windows XP Tablet PC Edition SP2 or SP3
- Windows XP Professional x64 Edition

In addition, the Microsoft Dynamics CRM Online Web application requires one of the following Internet Explorer Web browser versions:

- Internet Explorer 8
- Internet Explorer 7
- Internet Explorer 6 with SP1

Note: Microsoft Windows 2000 editions are not supported for installing and running the Microsoft Dynamics CRM Online Web application.

Microsoft Office:

- 2007 Microsoft Office system SP2
- Microsoft Office 2003 SP3

Hardware Recommendations:

Component	Minimum	Recommended
Processor	Intel Pentium III 750-MHz CPU, or comparable	Dual-core 1.8-GHz CPU or higher
Memory	1-GB RAM	2-GB RAM or more
Hard disk	Up to 500 MB of available hard disk space	Up to 500 MB of available hard disk space