Web-VSMIS Release 9/1/2010 FAQ

Q - How will the changes affect me as a VSO?

A - There are approximately 15 changes that have gone into the new release of Web-VSMIS. Almost every change is minor; however they are all added to enhance the operation for both the VSO and the Authorizer.

Q – I understand the treasurer now has access to Web-VSMIS – How is this going to affect confidentiality?

A – The treasurer will get only the information they have always received; only now it is in electronic form. Currently, the treasurer has access to the VS-5, VS-6, VS-7 and quarterly reimbursement reports from the VSO. The treasurer will NOT have access to any portion of Web-VSMIS other than the monthly status reports. They will NOT have access to the information that derives the monthly benefits such as the VS-1 or the VS-21A.

Q – How is the treasurer going to get into Web-VSMIS?

A – DVS will require the Virtual Gateway login ID of the treasurer. Once we connect them to Web-VSMIS, they will then have a selection on their Virtual Gateway screen to link them to Web-VSMIS. All treasurers have access to the Virtual Gateway since this was mandated by DOR recently.

Q – How will the treasurer sign the VS-5 if there is no longer a hard copy?

A - Once the VSO closes the month, the VS-5 / VS-6 will show as available for review to the treasurer. The treasurer will review the VS-5 / VS-6 then electronically certify the VS-5 in Web-VSMIS. The treasurer will then have the VS-7 available for instantaneous review. The only change is the treasurer and the VSO now have the quarterly reimbursement amount available to you when the final month of the quarter is processed. This was a hard copy in the past.

Q – What is the "VSO Review Required"?

A – Prior to Web-VSMIS, the VSO received a hard copy of the signed VS-21A. If the Authorizer wanted to send the VSO information on the case, they would type it in and it would print automatically to the VSO. With the release of Web-VSMIS, if the Authorizer processed a VS-21A, there was no way of sending information unless the VS-21A was denied or modified. Now, whenever the Authorizer inserts any notes on the VS-21A, it will flag it as requiring action by the VSO. This will show up the VS-21A report in red as "Auth – Review Required". The VSO is required to open and review the comments made by the Authorizer. Once the VSO opens the VS-21A, the status changes

to green “Auth – Accepted”. This will then set a flag with a date in the database showing who reviewed the Authorizer comments.

Q – Are there any new forms?

A – Yes – There are four new Forms available to the VSO.

- NOI/NOA is now linked to the VS-21A. The VSO can automatically generate the NOI/NOA with the basic header information completed from Web-VSMIS. The description section is selectable to fill in the additional information and print a hard copy. The VSO also has the option of saving the NOI/NOA electronically if needed.
- Notice of Determination is available from the VS-1. Header information is automatically generated from the Web-VSMIS file. Fields are selectable to complete the form prior to printing.
- Agreement to Reimburse. Header same as previous.
- Authorization for the Release of Information. Header same as previous.

=== Please Note – None of these forms are electronically transmitted to DVS. The VSO must complete these locally. Once completed, the VSO can process them as if they are a part of the document package submitted to DVS. ===

Q – Are there any changes to the existing reports?

A – Yes – There were changes made to the existing reports to make them easier to use by both the VSO and Authorizers.

- VS-7 wording has changed to make it more compatible with the electronic processing system. Dates were removed to reduce confusion.
- VS-21A Print out had minor fixes to correct an incorrect math display with Medical Only requests.
- Bar Code documents are enhanced so the VSO knows what documentation to supply with the appropriate bar-code sheet. VS-1 and VS-21A are boldly displayed.

VS-6 now has row and column totals. As an addition to this, the VS-6 information can now be automatically transported to EXCEL.

Q – There is a “Yes” in the amend column – What is this?

A – The amend process has not changed with the exception of a couple of enhancements. The Amended VS-21A will now have a note in the VSO comments stating that this VS-21A is amending data from the VS-21A dated mm/dd/yyyy. This is helpful to the VSO to tell you which VS-21As are modified. This is helpful to the Authorizer since they can now review the case file rapidly without having to open a number of VS-21As for analysis. If there is a “Yes” in the amend column, you know the VS-21A has been modified by a later VS-21A.

Q – Any additions?

A – The VS-21A date is now displayed on the Benefits Tab of the VS-21A. In the past it was necessary to flip back to the calculations tab to get the VS-21A date.

Q – What is the "VS-21A Lockout" on the VS-1 screen?

A – At the request of a VSO, there is a VS-21A lockout on the VS-1. This is used to lock a case if you do not want to process any VS-21As for the file. This will probably be used only by the larger communities where there are a number of people processing VS-21As for the same case. This is user selectable by VSOs, VSOAs and Authorizers.

Q – What is the VSOA?

A – There was a request made by the VSO community to give the VSO Assistant access to everything but the closing of the month. The VSOA can process VS-1s and VS-21As in the system normally, but they will not be able to close the month.

Q – How do I set up my staff as VSOAs?

A – The VSO needs to submit a document to DVS requesting the persons in Web-VSMIS have their status changed from VSO to VSOA. DVS Operations will make the necessary adjustments.