

# Provider Update

Date: 11.18.2022

## **Updates to Nursing Facility Contacts**

Nursing facilities, MLTSS screening entities, or hospice agencies that want to contact the Virginia Premier Long-Term Services and Supports (LTSS) Waiver Authorization Coordinator (WAC) team can now email [VPLOCMAIL@sentara.com](mailto:VPLOCMAIL@sentara.com).

The email inbox is monitored during business hours to ensure timely assistance. Virginia Premier cannot send protected health information (PHI) via email. However, a member of the team will reach out by phone if additional information is needed.

Documents such as the DMAS 80, DMAS 421A, and MLTSS Screening should be faxed to 1-800-846-4254 so that a time/date stamp is visible on the document. This ensures contractual obligations are met and allows for auditing.