Long Term Care (LTC)
Virginia Medicaid Web Portal
Frequently Asked Questions
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General Questions

How do I access the new Virginia Medicaid Enterprise System (MES) Web Portal?

The new Virginia Medicaid Enterprise System (MES) Web Portal can be accessed through the following link: https://vamedicaid.dmas.virginia.gov

How do I get secured access to the MMIS Long Term Care (LTC) functionality?

Users of the LTC function will need to be assigned the COND_SecurePortal_LTC security role by either their provider or delegated admin.

Long Term Care (LTC) Status Tracking – Current Segments

When I log in I see a list of LTC segments, how do I get specific information for a member?

If the member is listed on the Status Tracking screen with an open segment, you can check the box at the front of the member's segment line and click the 'Submit' button. This will take you to the 'Long Term Care Admission/Discharge' screen where you can view all segments, open and closed, associated with the selected member.

When I log in I don't see a list of LTC segments, just a message. Why is that?

If you are logging in to the portal as part of a health plan organization, then there are too many segments to display so the upper section of the screen is not available.

I'm a health plan user with no segments in the upper segment, how do I find information on a member?   OR

I'm a fee-for-service user with segments in the upper segment but I can't find the one I need. How can I find information on a member?

At the bottom of the Status Tracking screen you will see an entry for the member's Medicaid ID OR social security number. Entering the member's Medicaid ID OR SSN will initiate a search for any segment associated with the entered member. If any segments are found, you will be taken to the 'Long Term Care Admission/Discharge' screen where you can view all the segments, open and closed, associated with the entered member.

Long Term Care Admission/Discharge

I can see the data for the member I requested but don't have the ability to make any updates.

Depending on the relationship between the member and the user's provider type, the data may be inquiry only.

Only the following relationships will be able to update data:

- User associated with Fee-for-Service Provider => Member not associated with any health plan between/including the admission through discharge dates.

- User associated with a Health Plan => Member associated with the same health plan between/including the admission through discharge dates.

Any other user/member combinations will only be able to inquire on the data

Can I close out a previous open segment created by my provider organization?

For FFS users, if the member is not associated with a health plan as of the current date, any segment associated with your provider organization can be updated. Open segments currently display fields that are enterable (discharge date and end reason).

Segments that are closed that might need an update (i.e. discharge date, closure reason, etc.) can also be updated. The discharge date is available for entry. If a change is made to a discharge date, that was previously ended, then the End Reason field will also be available for entry.

For Health Plan users, if the member is associated with your health plan as of the current date, any open segment can be updated. Open segments currently display fields that are enterable (discharge date and end reason).

Non-waiver segments that are closed that might need an update (i.e. discharge date, closure reason, etc.) can also be updated. The discharge date is available for entry. If a change is made to a discharge date, that was previously ended, then the End Reason field will also be available for entry.

I just closed the last open segment for a member but need to open a new one due to a change associated with the same member. Can I do that from here?

Yes, close the open segment with the appropriate discharge date and end reason. Once successfully completed, click the 'Add New Member' button. This will take you to the Long Term Care – Add New Member screen. After completing the information for the new segment, you'll be returned to the Long Term Care Admission/Discharge screen where you will see the new open segment, in line with the previously closed segments.