



COVER VIRGINIA

Connecting Virginians to Affordable Health Insurance

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DMAS PROGRAM MANAGER**

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Organizational Structure

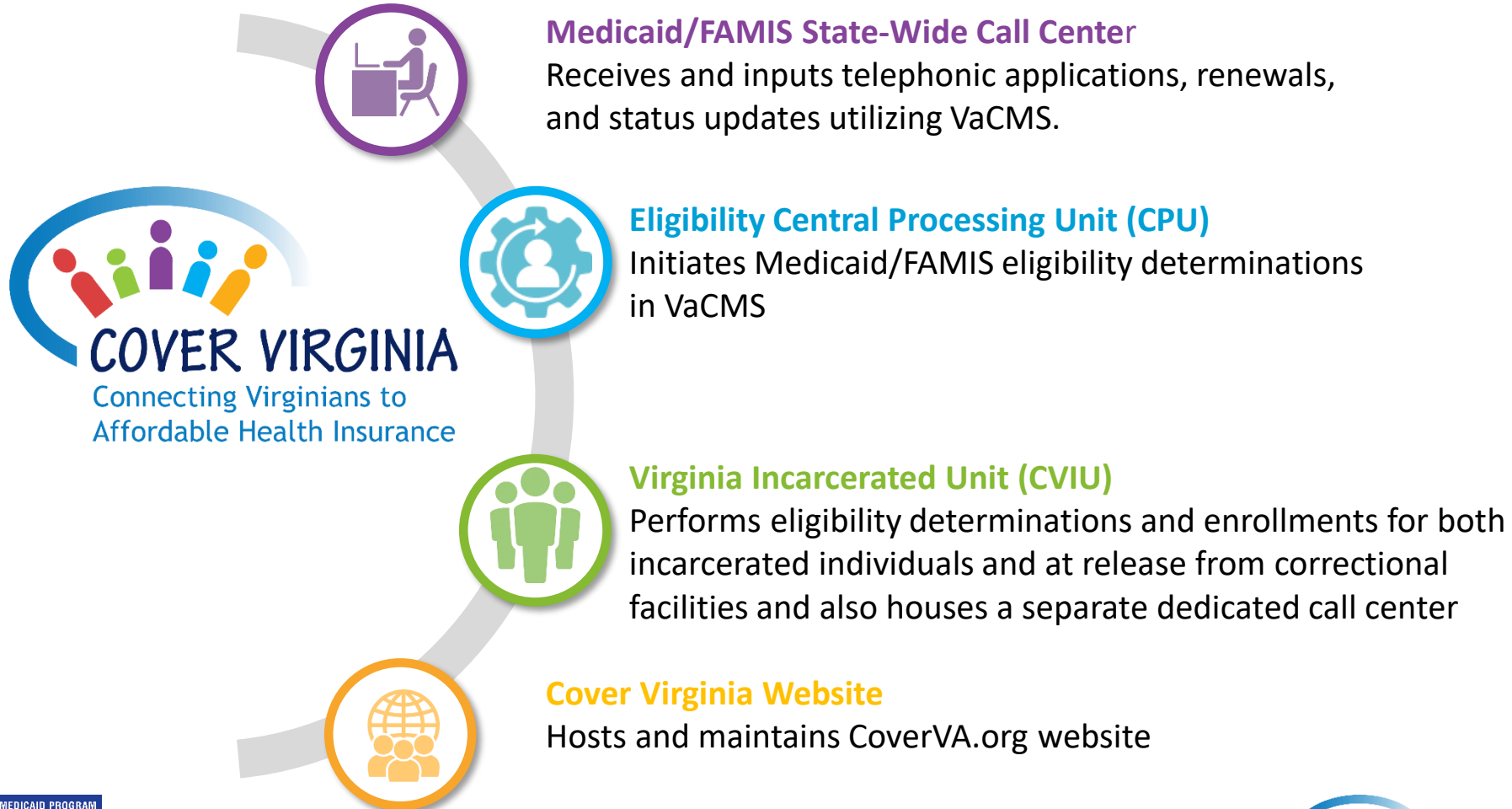


DMAS

- Contracts with vendor
- Administrative services
- Contract Monitoring
- Performance Management
- Penalties

Background: Operational Units

Cover Virginia is composed of four main operational units



Background of Operations: Support Units

Operational units include the necessary support and other resources mutually agreed upon by the Contractor and DMAS.



Quality Assurance

Audit reviews and management of improvement for all departments to meet contractual deliverables



Appeals

Handles all appeals received from the DMAS appeals unit for actions taken by the Cover Virginia eligibility unit



Systems

Oversees all system access and trouble shooting. Coordinates with partner entities for external systems



Mailroom

Picks up and delivers mail daily from DMAS and the post-office



Training

Responsible for all training classes and curriculum to include ongoing refresher training in accordance with contractual deliverables



Administrative

Includes up to 600 staff during the open enrollment period and 300 staff during lower volume times of year



DMAS Staff

DMAS has included in the contract space for up to 30 co-located staff for contract monitoring, auditing and operational oversight

How Can We Help You?

Cover Virginia can assist with:

- New and renewal application assistance over the phone
- Application status updates
- What additional information is needed?
- What are your coverage benefits?
- Managed care contacts
- Assistance with concerns/escalations
- Appeal information



Cover Virginia Snapshot (SFY 2020)

70,621

Average number of calls received each month by the Call Center

9,695

Average number of MAGI applications received each month by the Central Processing Unit (CPU)

2,066

Average number of newborn enrollments received each month by the CPU

545

Average number of Hospital Presumptive Eligibility determinations received by the CPU each month

1,266

Average number of calls received by the Cover Virginia Incarcerated Unit each month

1,755

Average number of inmates enrolled by the Cover Virginia Incarcerated Unit (CVIU) each month

370

Average monthly number of Contract staff

600-700

Number of Contract staff during Open Enrollment

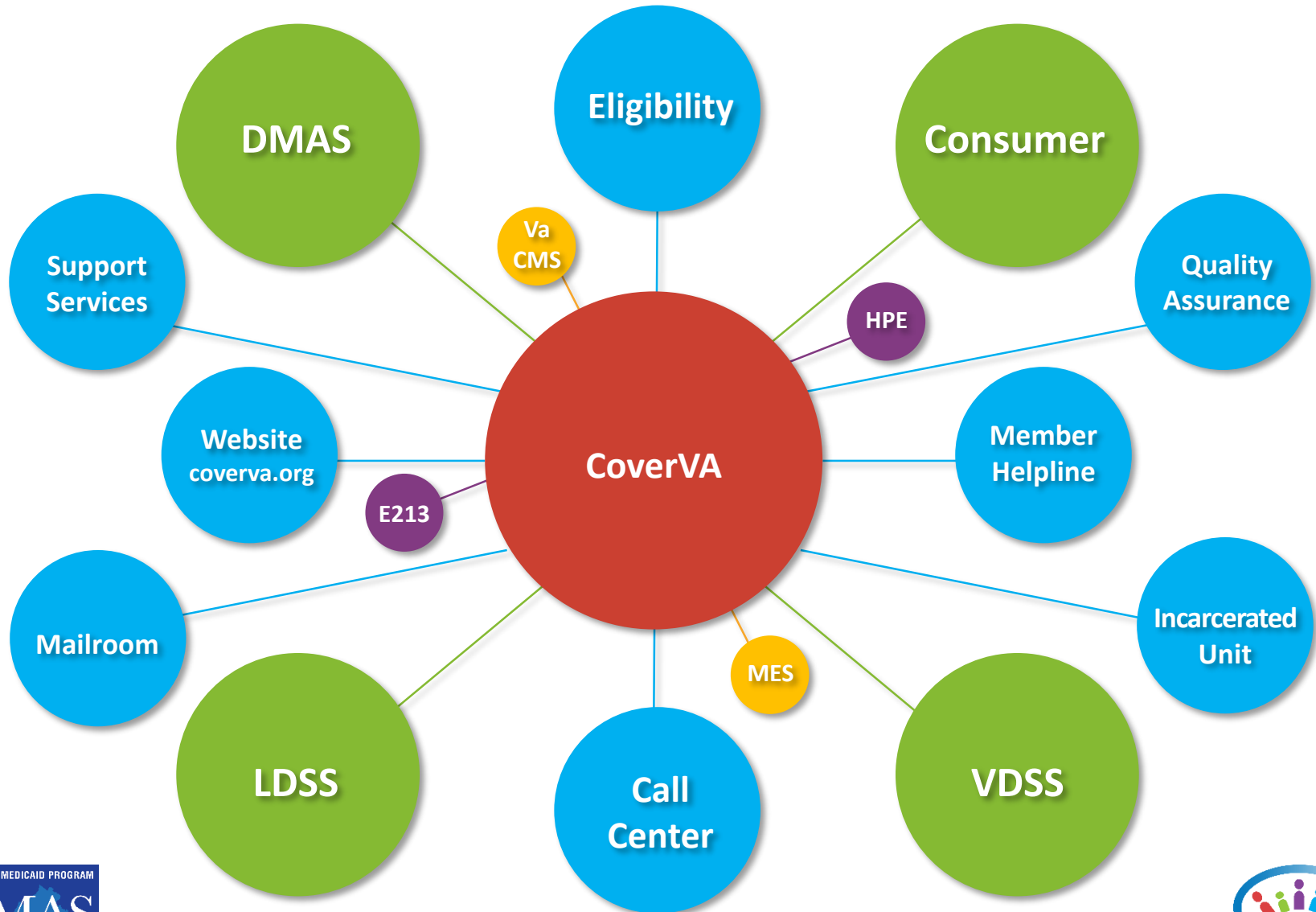
12

Number of full-time DMAS staff co-located at Cover Virginia

12

Number of P-14 DMAS staff co-located at Cover Virginia

Cover Virginia Statewide Reach



Questions?

