

MEDICAID MEMBER ADVISORY COMMITTEE

November 13, 2023





AGENDA

Natalie Pennywell

Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)

Agenda

1. Call to Order
2. Welcome Remarks – DMAS Executive Leadership
3. Member Roll Call and Introductions
4. Minutes Approval 8.14.2023 MAC Meeting
5. Presentation: Navigating Services for Children & Young Adults with Special Needs
6. Presentation: Virginia Medicaid Resource Navigation
 - ❑ Cover Virginia IVR
 - ❑ New Mom Welcome Flyer
7. Public Comment
8. Adjournment and Lunch

Welcome Remarks – DMAS Executive Leadership

Cheryl Roberts
Agency Director

Jeff Lunardi
Chief Deputy Director

Sarah Hatton
Deputy of Administration





MEMBER ROLL CALL AND INTRODUCTIONS

Natalie Pennywell

Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)

Introduce yourself in the chat!

Your Name, Position, Organization, and answer:

How do you like to be greeted: A hello, handshake, head nod, hug, or with a jig/dance?



WILLKOMMEN

欢迎

स्वागत

BIENVENIDA

WELCOME

BIENVENUE ようこそ

добро пожаловать

ترحيب

BEM-VINDO

MAC Member Roll Call

- Joan Croghan
- Jacqi Dix
- Lorri Lee Griffin
- Chiquita Hubbard
- Sheila Johnson
- Leah Leuschner
- Sabrina Redd
- Kyung Sook Jun
- Craig Thomson

Introductions

- ❑ Meeting Facilitator(s)
- ❑ Executive Leadership Team Member(s)
- ❑ MAC Support Staff
- ❑ Speakers



MINUTES APPROVAL

Natalie Pennywell

Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)

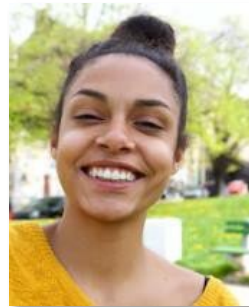
NAVIGATING SERVICES FOR CHILDREN & YOUNG ADULTS WITH SPECIAL NEEDS

Ann Bevan

Director, High Needs Support

Virginia Department of Medical Assistant Services





Navigating Developmental Disabilities Waiver Services for Children and Young Adults

**ANN BEVAN, DIRECTOR
DIVISION OF HIGH NEEDS SUPPORTS,
DEPARTMENT OF MEDICAL ASSISTANCE
SERVICES**

Definitions

- MCO =Managed Care Organization
- CSB= Community Services Board
- BHA =Behavioral Health Authority
- MES =Medicaid Enterprise System
- DBHDS= Department of Behavioral Health and Developmental Services
- DHCD= Department of Housing and Community Development
- ICF= Intermediate Care Facility
- FIS= Family and Individual Supports waiver
- BI- Building Independence waiver

Coordination of Care and Supports



- ❑ How can CSB/BHA Support Coordinators, MCO Care Coordinators, Schools, providers work together to coordinate care?
- ❑ Providers are expected to collaborate with other providers to share information freely for the purpose of improving care for the individual.

How do I find a provider?

The Support Coordinator will work in collaboration with the individual and family to locate a provider for desired services.

- DMAS MES Provider Search: <https://vamedicaid.vaxix.net/Search>
 - Search by provider name, location, NPI, or service type
- DBHDS Licensed Provider Search: [VADBHDS / Virginia Department of Behavioral Health and Developmental Services \(glsuite.us\)](#)
 - Search by provider name, location, license type, service type, demographics (children, adults, geriatric), or diagnosis (mental illness, brain injury, developmental disability, or substance abuse)
- Virginia Navigator: [disAbilityNavigator | Your Nonprofit Guide to Disability Services and Resources in Virginia](#)
 - Search by location, service or key word.
- My Life My Community Provider Database: [Find a Provider | My Life My Community \(mylifemycommunityvirginia.org\)](#)
 - Search by location and waiver service. Can also locate providers with autism badge, behavioral supports badge, complex care badge, and accessibility badge.

Housing and Residential Supports

Housing options include DD waiver residential supports, ICF ID and rental assistance programs.

- DBHDS housing team: [Housing Information for People with a Developmental Disability - Virginia Department of Behavioral Health and Developmental Services](#)
- Community Housing Guide: [Resources for Community Housing Guides - Virginia Department of Behavioral Health and Developmental Services](#)
- Housing Choice Voucher: [Housing Choice Voucher - Virginia Department of Behavioral Health and Developmental Services](#)
- SRAP: [State Rental Assistance Program - Virginia Department of Behavioral Health and Developmental Services](#)
- If you are homeless and need immediate assistance, [use the crisis assistance directory](#) from VA DHCD to find the housing or homelessness crisis hotline in your area.

Student Transition Guidance Document

- ❑ HB1659 and SB830 called for the creation of a workgroup to develop best practice standards for the transfer of records and transition of students with disabilities from the school system to the adult service system.
- ❑ Document draft is being finalized and full version will be placed online at the My Life My Community Website later this year.
- ❑ This effort will consolidate information and resources for youth and young adults with disabilities in one place.

Student Transition and Young Adult Resources

- ❑ The US Department of Education has a blog that provides general information about transitions.
[Successful Transitions for All Blog Series | Office of Special Education and Rehabilitative Services Blog](#)
- ❑ Virginia Parent Educational Advocacy Training Center:
[Transition to Adulthood - PEATC](#)

Telehealth

New option to deliver services via Telehealth-this could help to expand services to rural areas or areas with a low number of providers available.

1. Group Day Services
2. Group and Individual Supported Employment
3. In-Home Support Services
4. Community Coaching
5. Community Engagement
6. Community Guide
7. Independent Living Support (BI only)
8. Individual and Family/Caregiver Training (FIS only)
9. Peer Support
10. Services Facilitation (only specific elements)
11. Therapeutic Consultation
12. Work Place Assistance



Legally Responsible Individuals (LRI) Update

LRI as paid attendant approved as a new permanent option for families when no other attendants or services are available.

-CMS Approved permanent provision for LRI as a paid attendant through Agency or Consumer Directed on 9/18/23.

-Nov. 11th is the date Appendix K ends and new permanent LRI as paid attendant goes into affect.



Questions?



Thank you!



VIRGINIA MEDICAID RESOURCE NAVIGATION

- Cover Virginia IVR
- New Mom Welcome Flyer



COVER VIRGINIA IVR

Janice Holmes

Assistant Division Director, Eligibility and Enrollment Services
Virginia Department of Medical Assistant Services

Danielle Nowell

Program Operations Manager, Cover Virginia Program, Eligibility & Enrollment. Virginia Department of Medical Assistant Services



COVER VIRGINIA

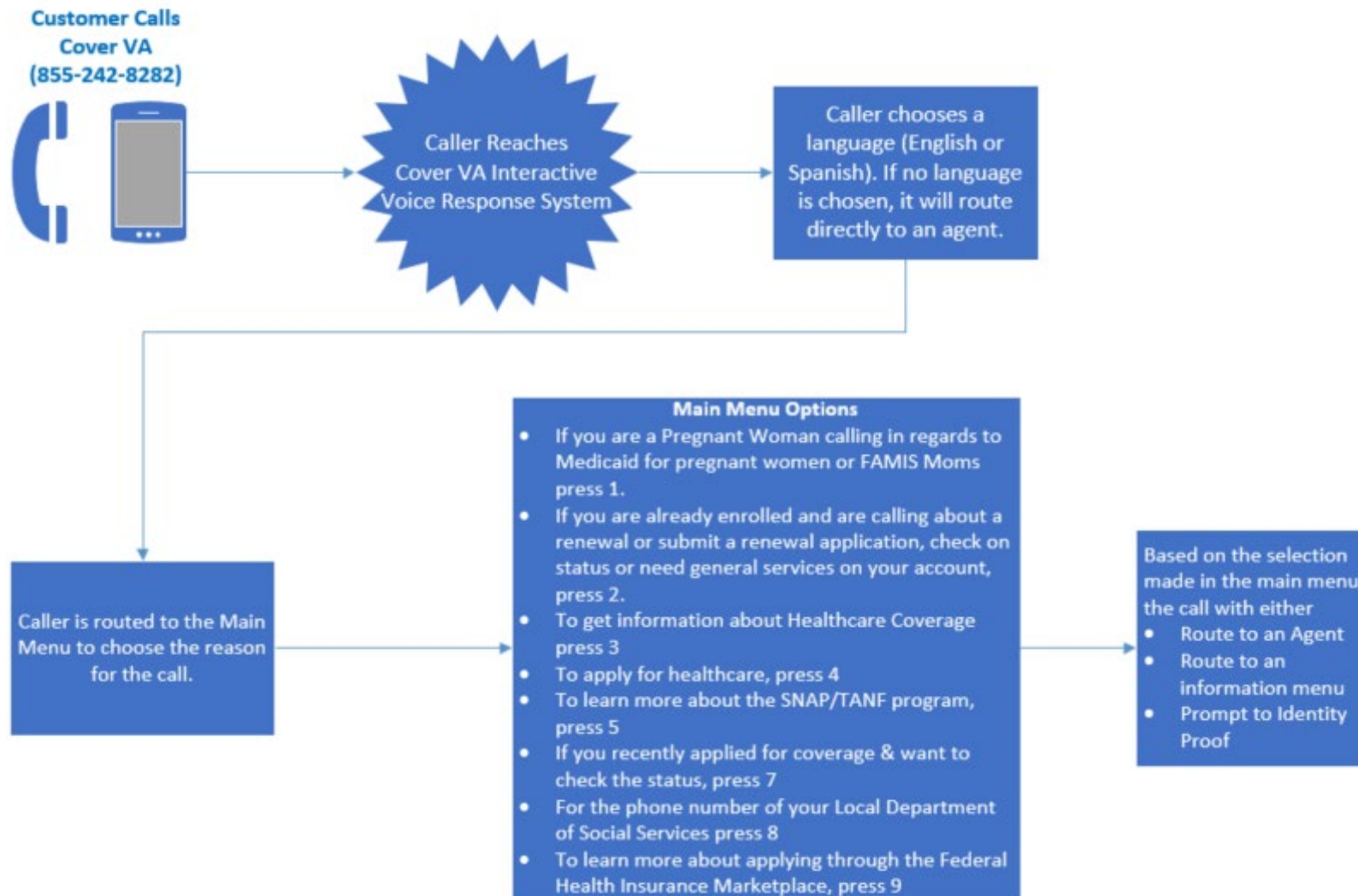
INTERACTIVE VOICE RESPONSE SYSTEM

NOVEMBER 2023

Interactive Voice Response (IVR) System

- IVR 101:
 - Definition: An Interactive Voice Response system is an automated telephony system which allows callers to choose certain prompts without speaking with an agent, such as:
 - choose a language to hear prompts in,
 - access information via pre-recorded messages,
 - access case-specific information if identity proofing requirements are met,
 - transfer to other entities and if needed.
 - If needs are not resolved within the IVR, the caller has the option to speak with an agent.
 - Within the IVR, the caller can choose the reason for their call and will be routed to the designated queue assigned to that call reason, ensuring the call is routed to a properly trained Customer Service Representative (CSR) for handling.
 - Once a call routes through the IVR, it will be assigned to an agent on a first in, first out basis.

IVR Flow



- **Cover VA IVR Specifics**

- If a caller chooses that they are calling to check an application status, case status, or to request a new Medicaid ID Card, they will be prompted to complete the Identity Proofing process.
 - This requirement includes:
 - Application T number or Case number
 - Date of birth (MM/DD/YYYY)
 - Full Social Security Number (if applicable)
 - Zip Code
 - First three letters of the first name
 - First three letters of the last name
 - If successful, the Cover VA IVR will ping the VaCMS system and pull back the corresponding application or case status.
 - If a Medicaid ID card request was chosen, the caller will be able to place that request in the IVR once Identity Proofing is passed.
 - If Identity Proofing is unsuccessful, the caller will immediately be transferred to an agent.

- Features
 - If a caller chooses to Apply, they are transferred directly to an agent.
 - If a caller chooses “existing customer” – they will be given additional options.
 - If a caller requests their Local Agency’s phone number, they will be prompted to enter their zip code which will then provide their corresponding agency’s phone number.
 - After hours, callers are given the option to leave a message which will be returned on the next business day.

- Features:
 - Callers can press 0 from any menu to route to an agent. Exceptions are the Language and Main Menus.
 - If prompted to make an option three times with no selections made, the IVR will automatically transfer to an agent for handling.
 - If the appropriate selections are chosen, the IVR will systematically transfer the callers to the Enterprise Call Center, who handle calls for the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) programs, and the Health Insurance Marketplace.
 - If callers need to access the previous menu, they can do so by pressing 9. Exception to this is the Main Menu as that is the first menu.
 - If the caller needs information repeated, they press the star key.



NEW MOM WELCOME FLYER

Rebecca Anderson

Manager, Maternal and Children's Health Programs, Health Care Services
Virginia Department of Medical Assistant Services

Maryssa Sadler

Maternal and Women's Health Program Operation Analyst
Virginia Department of Medical Assistant Services



VIRGINIA MEDICAID MATERNITY SERVICES

Maryssa Sadler- Maternal and Women's Analyst

Virginia Department of Medical Assistance Services
November 13th , 2023

Overview

- ❑ Pregnancy Coverage
 - Numbers of women covered
- ❑ Maternity Program
 - Baby Steps Virginia
 - Services and Benefits
 - Postpartum Services
- ❑ New Mom Letter



Virginia Medicaid Covers 38,000 Births Per Year

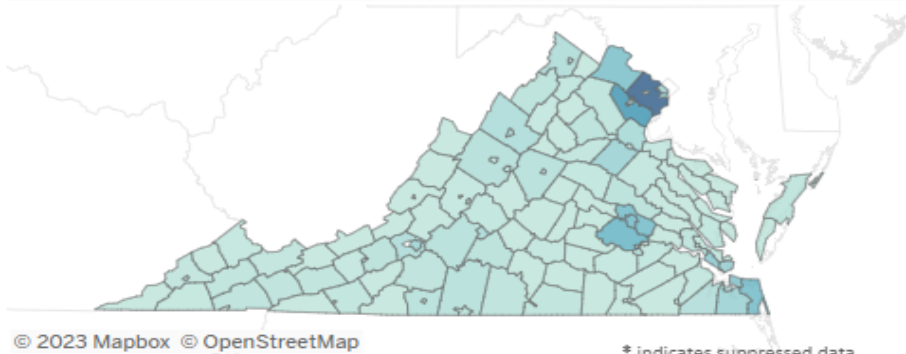
Virginia Medicaid and FAMIS Enrollment

Reporting Period:
 Member Eligibility:
 Health Plan:
 Program:

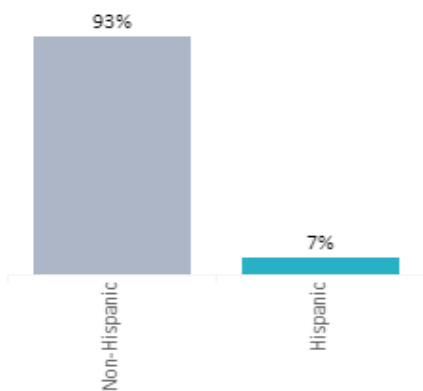
Eligibility Categories



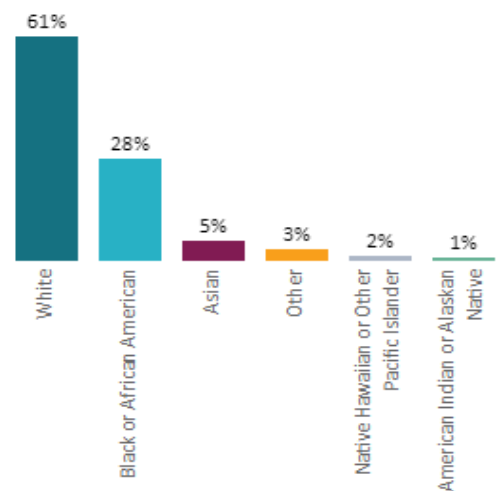
Virginia Localities



Ethnicity



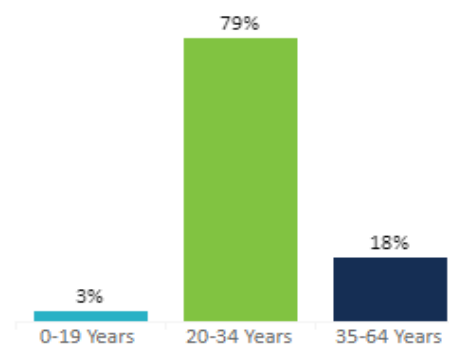
Race



Gender



Age Groups

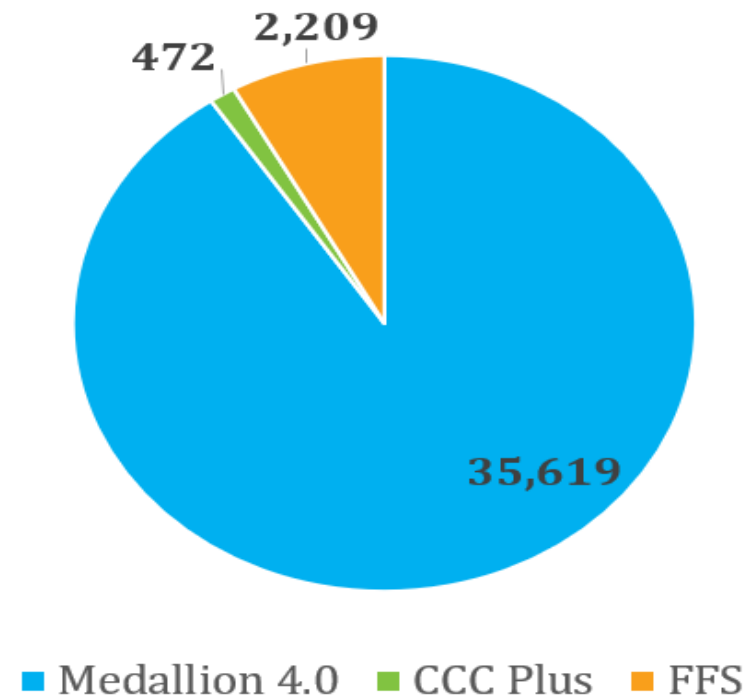


Monthly Member Enrollment

Total Number of Pregnant Members in Medicaid and FAMIS MOMS for October 2023

38,300

Total Pregnant Member Enrollment by Delivery System/Program



Baby Steps VA- Focus Areas

Eligibility and Enrollment

- Making newborn and maternity enrollment easier

Outreach and Information

- Sharing information with members, providers, health insurance plans, etc.

Connections

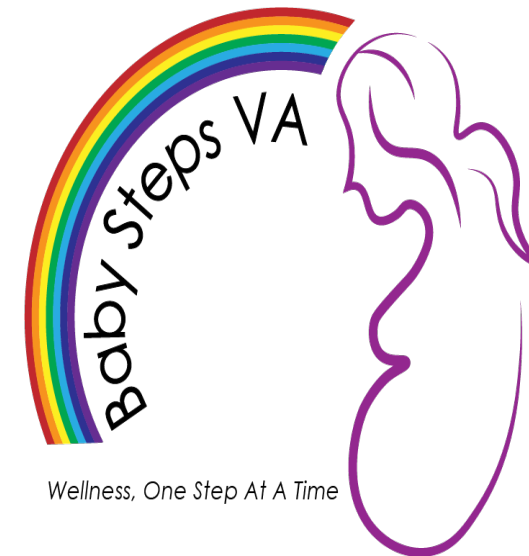
- Involving providers, clinics, hospitals and other state agencies in plans to learn and improve

New and Improved Services and Policies

- Collaborating on various projects to enhance services

Program Oversight

- Using data to monitor and improve programs



Cover VA

Insurance for Pregnant Individuals

- Medicaid for pregnant members
- FAMIS MOMS
- FAMIS Prenatal Coverage

FAMIS stands for Family Access to Medical Insurance Security. This is Virginia's CHIP program for kids and pregnant women.



Medicaid for Pregnant Individuals

What's Covered?

- Full health care benefits during your pregnancy and for one year after your baby's birth
- 12 months postpartum coverage (After your baby is born)



FAMIS MOMS

What's Covered?

- Health care benefits during pregnancy before and after pregnancy
- 12 months postpartum coverage (After your baby is born)
- Income based




Free Health Insurance During and After Your Pregnancy

FAMIS MOMS and Medicaid for Pregnant Women provide complete health coverage for women when they are expecting a baby. Good health care during pregnancy is important for you and your baby. Getting early and regular prenatal care increases the likelihood of a healthy birth. Extended postpartum coverage for you is now available for one full year after the birth of your baby. Your health care coverage will continue during that time even if your income changes.



BENEFITS

FAMIS MOMS and Medicaid for pregnant women cover prenatal and childbirth services, plus much more. They provide complete health care coverage during pregnancy and for one full year after the end of the pregnancy. FAMIS MOMS and Medicaid also have special services for women with high risk pregnancies. At the end of your extended postpartum period, you may still qualify for health coverage. With FAMIS MOMS and Medicaid for Pregnant Women, there are no enrollment fees or monthly premiums and there are no co-pays for pregnancy related services.

ELIGIBILITY

To be eligible for FAMIS MOMS or Medicaid for pregnant women you should:

- Be pregnant or be within the 12 month period after your pregnancy ends (Medicaid may provide up to 3 months retroactive coverage)
- Be a resident of Virginia
- Be a U.S. citizen or a lawfully residing immigrant
- Currently be uninsured (For FAMIS MOMS only)
- Meet family income guidelines

Income Limits for FAMIS MOMS*		
Family Size***	Income Limit** Yearly	Income Limit** Monthly
2	\$40,426	\$3,369
3	\$50,963	\$4,247
4	\$61,500	\$5,125
5	\$72,037	\$6,004
6	\$82,574	\$6,882
7	\$93,111	\$7,760
8	\$103,648	\$8,638
Each additional person	\$10,537	\$879

Figures effective January 20, 2023. Figures adjusted annually.
 * includes 5% standard disregard
 ** gross income before taxes
 *** count the unborn child/ren as additional persons

Women not eligible for FAMIS MOMS or Medicaid for pregnant women may be eligible for FAMIS Prenatal Coverage. For more information, go to: <https://coverva.org/en/FAMISPrenatalCoverage>

HOW TO APPLY

Women can apply for FAMIS MOMS and Medicaid the same way that families currently can apply for FAMIS for their children. Applying is easy:

1. Apply online at www.commonhelp.virginia.gov. **OR**
2. Apply by calling toll-free 1-833-SCALLVA anytime between 8 am and 7 pm, Monday through Friday or 9 am to 12 noon on Saturday. Interpreters are available in most languages. The hearing impaired can call the TTY line at 1-888-221-1590. **OR**
3. Apply at your local Department of Social Services.

Visit www.coverva.org for more information.



Free Info for You and Your Baby
Text BABY to 511411



FAMIS MOMS is a program of the Commonwealth of Virginia FAMIS 9 RVSD: 0423

12 Months Postpartum Coverage

- The 12 months postpartum expansion officially took effect **July 1, 2022**.
- The **12-months postpartum continuous coverage is a permanent policy change** that is no longer associated with the Public Health Emergency (PHE).



The 12 months postpartum **continuous coverage** applies to all pregnant full-benefit Medicaid and FAMIS MOMS members.



It is **not** limited to pregnancy coverage groups.



Individuals remain enrolled in coverage during pregnancy and through 12 months postpartum. Their coverage is protected **regardless of income changes**.



Eligible Individuals can enroll **even after giving birth (during the postpartum period)** and remain enrolled regardless of income changes.

FAMIS Prenatal Coverage

What's Covered?

- Limited to coverage of pregnancy
- Full pregnancy coverage for those who do not meet immigration status
- These women do not qualify for Medicaid or FAMIS Moms
- 60 days postpartum coverage (After your baby is born)




FAMIS Prenatal Coverage

FAMIS Prenatal Coverage is full coverage for pregnant individuals who do not meet immigration status rules for other coverage. You now **do not** need to meet immigration status rules, provide immigration documents, or have a Social Security number to be eligible for FAMIS Prenatal Coverage. You **do** need to meet income rules.

WHAT IS COVERED?

Comprehensive medical coverage including, but not limited to:

- Doctor visits (prenatal checkups plus general and specialty care for other health concerns)
- Prescription medication
- Prenatal screening and testing
- Your hospital stay for the birth
- Dental benefits
- Behavioral health benefits, such as therapy and treatment for depression or anxiety, or help to quit smoking or using alcohol or other drugs

Your coverage can start as early as the month you apply and lasts through two months after you give birth. There are no copays, premiums or other costs.

WHO IS ELIGIBLE?

To be eligible for FAMIS Prenatal Coverage you must:

- Provide the estimated date of your delivery and how many children you are expecting
- Live in Virginia
- Meet income rules
- Be uninsured



ENROLLING YOUR NEWBORN

Your baby may be eligible for health care through the Medicaid or FAMIS programs for children! After your baby is born, call Cover Virginia (1-855-242-8282), your local Department of Social Services worker (www.dss.virginia.gov/localagency/), or go online to CommonHelp at (www.commonhelp.virginia.gov) to tell us about your newborn so we can see if your baby is eligible. You can also ask the staff at your hospital to submit that information for you!

HOW TO APPLY

Apply online at www.commonhelp.virginia.gov

Call the Cover Virginia Call Center at 1-855-242-8282 (TDD: 1-888-221-1590). Translation and interpretation services are available in all languages.

Mail, drop off, or fax a paper application (English or Spanish) to your local Department of Social Services. Find your nearest local department of social services by visiting www.dss.virginia.gov/localagency/

FAMIS is a program of the Commonwealth of Virginia FAMIS Prenatal Fly 0223

Income Limits for FAMIS MOMS*		
Household Size**	Yearly	Monthly
2	\$40,426	\$3,369
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7	\$93,111	\$7,760
8	\$103,648	\$8,638
Each additional person	\$10,537	\$879

*Effective January 20, 2023. Includes 5% standard disregard. Income limits change annually. Based on gross income which is your income before taxes and deductions.
 ** Count the unborn child/ren as additional persons

Original- New Mom Letter for Medicaid members

Welcome MOM!

We are thrilled to be a part of this journey with you and want to share the free services we offer to help you have a healthy pregnancy and healthy baby! To get more information about what is covered, visit www.coverva.org

Free Pregnancy services, as a Medicaid member, include:

- Prenatal Care – Care while you are pregnant
- Labor and Delivery - Care to deliver your baby
- Postpartum Care – Care after your baby is born
- Dental/Oral Care – Dental care received before and after your pregnancy
 - ◊ Call Smiles for Children at 1-888-912-3456 to schedule a dental appointment or visit www.dentaquest.com
- Transportation – Non-emergency transportation to your visits
 - ◊ Call 1-888-336-8331 or you managed care plan to arrange for transportation to medical appointments
 - ◊ Book your transportation the same day you book your doctor's appointment to make sure you have a [ride](#)

Once enrolled in Medicaid, you will receive your health coverage through a managed care health plan. To find out which health plan works best for your providers, or to choose your health plan:

- Download the free Virginia Managed Care App on your Android or iPhone
- Visit <https://viriniamanagedcare.com>
- Call the Managed Care Helpline at 1-800-643-2273

DURING your Pregnancy

- **Make an appointment with your doctor as soon as possible**, and ask if they accept Medicaid, FAMIS Moms or your Managed Care Plan
- Reach out to your health plan about available care coordination services during your [pregnancy](#)
- Text **BABY** to **511411** or go to www.text4baby.org to receive free text messages that provide support to pregnant women and new [moms](#)
- Talk to your doctor about your diet and any medicine or drugs you are taking or if you smoke or [drink](#)
- Call **Quit Now Virginia** at 1-800-784-8669 to get help to quit smoking and free text messages from [Text2Quit](#)
- Choose a pediatrician so your baby can begin receiving well child checkups in the first year
- Contact the **WIC Program** at 888-942-3663

Give your baby time to develop and grow!
As long as your pregnancy is healthy, it is best to allow for labor to begin on its own.

Continuing your care after you deliver is essential to a healthy recovery!

Follow us on social media!



@cover_va



@Cover Virginia



@CoverVA



AFTER your Delivery

- **How to Ensure BABY is Covered: Immediately call Cover Virginia at 1-855-242-8282** (toll free) or your eligibility worker at your local Department of Social Services to inform them of the birth of your child. **Coverage is only effective after you have received a confirmed Medicaid number for your newborn baby.**
- Make an appointment with your baby's doctor for a well-child visit once you get home. Well baby exams are an important way to monitor you baby's growth and development and check for serious problems.
- **Schedule your postpartum appointment to see your doctor 6 to 8 weeks after you have your baby.**
- Medicaid has extended your coverage after you deliver for an additional 12 months!
 - ◊ Call Cover Virginia at 1-855-242-8282 (toll free) or your eligibility worker at your local Department of Social Services
 - ◊ Look for a Notice of Action letter from your local department of social services that will let you know if you qualify for continued coverage under the Medicaid Expansion program.

Keep this letter as a [resource](#)

DRAFT Updated- New Mom Letter for Medicaid members

WELCOME!

Virginia Department of Medical Assistance Services is thrilled to join you on this journey and want to share the free services we offer to help you have a healthy pregnancy and healthy baby!

For more information about what is covered, visit:
Coverva.dmas.virginia.gov.



Free Pregnancy services, as a Medicaid member:
Once enrolled in Medicaid, you will receive your health coverage through a managed care health plan. To find out which health plan works best for your providers, or to choose your health plan:

- Visit <https://virginiamanagedcare.com>
- Call the Virginia Managed Care Helpline at **1-800-643-2273**



Follow us on social media!



@Cover Virginia



@cover_va



@CoverVA

DURING YOUR PREGNANCY

- ✓ **Make an appointment with your doctor as soon as possible**, and ask if they accept Medicaid, FAMIS Moms or your Managed Care Plan.
- ✓ **Contact your health plan** about available care coordination services during your pregnancy.
- ✓ **Talk to your doctor** about your diet and any medication you are taking, or if you smoke or drink.
- ✓ **Choose a pediatrician** so your baby can begin receiving well child checkups in the first year.

GIVE YOUR BABY TIME TO DEVELOP AND GROW!

Remember resources are available!

AFTER YOUR DELIVERY

- ✓ **Schedule your postpartum appointment** to see your doctor 6-8 weeks after you have your baby. Virginia Medicaid offers postpartum coverage, so you will receive health coverage for 12 months after you deliver.
- ✓ **Enroll or confirm your coverage:** Call Cover VA at 1-855-242-8282 (toll free) or your eligibility worker at the local Dept. of Social Services.
- ✓ **Ensure your baby is covered:** Call Cover VA at 1-855-242-8282 (toll free) or your eligibility worker at the local Dept. of Social Services to inform them of your child's birth. Coverage is only effective after you have received a confirmed Medicaid number for your newborn baby.
- ✓ **Schedule a well-child visit once you get home.** Well baby exams are an important way to monitor you baby's growth and check for any problems.

Thank You!

For additional information please email:

babystepsva.@dmas.virginia.gov

Additional Resource Links:

[Maternal Health Annual Report](#)

[Cover VA- Pregnant Individuals](#)



PUBLIC COMMENT

Open to the Public

- Public comment period is 15 minutes.
- Those wishing to make a public comment must join via the WebEx link or In-person.
- Send a message to one of the hosts or place your full name in the comments to be recognized during this time.
- Each speaker will be granted only 2 minutes to speak.

Thank You DMAS Team!

Name	Position	MAC Role
<i>Sarah Hatton</i>	Deputy of Administration	Co-Facilitator
<i>Kristin Lough</i>	Hearing Officer	Minutes
<i>Natalie Pennywell</i>	Outreach and Community Engagement Manager	Facilitator; MAC Steering Committee
<i>Jesus Perez</i>	Civil Rights Compliance Specialist	Closed Captioning
<i>Mary Olivia Rentner</i>	Public Relations Coordinator	Photographer
<i>Cheryl Roberts</i>	Agency Director	Co-Facilitator
<i>Sonya Scott</i>	ITS Operations Analyst	Technology Support
<i>Dorothy Swann</i>	Outreach and Member Engagement Specialist	MAC Steering Committee
<i>Dalia Tejada Halter</i>	Outreach and Member Engagement Specialist	MAC Steering Committee

Thank you! Do not hesitate to **Contact Us!**

Medicaid Member Advisory Committee (MAC)

Department of Medical Assistance Services (DMAS)

Commonwealth of Virginia

600 East Broad Street, Richmond, VA 23219

Email: mac@dmas.virginia.gov

Website: <https://www.dmas.virginia.gov/for-members/member-advisory-committee/>

Cover Virginia Email: covervirginia@dmas.virginia.gov

Cover Virginia: <https://coverva.dmas.virginia.gov/>



2024 Medicaid MAC Meetings

General MAC Meeting:

- 10:00 AM – 12:30 PM

Location:

- 600 E Broad Street
Richmond, VA 23219
- In-Person w/ Virtual Option

Dates

- April 08, 2024
- June 10, 2024
- August 12, 2024
- October 14, 2024



CLOSING REMARKS

Sarah Hatton
Deputy of Administration



ADJOURNMENT