

# CHIPAC

Children's Health  
Insurance Program  
Advisory Committee  
of Virginia



## Quarterly Meeting

June 1, 2023

# Real-time Remote Captioning

- Remote conference captioning is being provided for this event.
- The link to view live captions for this event will be pasted in the chatbox.
- You can click on the link to open up a separate window with the live captioning.

# Meeting Notice – Public Access

- This meeting is being held virtually.
- There will be a public comment period at the close of the meeting (~3:00 PM).
- The meeting is being recorded.

# Roll Call

Organization	Name
Virginia Department of Social Services	Irma Blackwell
VCU Health	Dr. Tegwyn Brickhouse
American Academy of Pediatrics – VA Chapter	Dr. Susan Brown
Virginia Hospital and Healthcare Association	Kelly Cannon
Virginia Poverty Law Center	Sara Cariano
Virginia Community Healthcare Association	Martha Crosby
Virginia Association of Health Plans	Heidi Dix
Families Forward Virginia	Ali Faruk
Center on Budget and Policy Priorities	Shelby Gonzales

# Roll Call

Organization	Name
Voices for Virginia's Children	Emily Griffey
Virginia Department of Education	Alexandra Javna
Joint Commission on Health Care	Estella Obi-Tabot (Jeff Lunardi)
Virginia Department of Health	Jennifer Macdonald
The Commonwealth Institute for Fiscal Analysis	Freddy Mejia
Virginia League of Social Services Executives	Michael Muse
Virginia Health Care Foundation	Emily Roller
Dept. of Behavioral Health and Developmental Services	Hanna Schweitzer
Medical Society of Virginia	Dr. Nathan Webb

# Meeting Agenda

- ❑ CHIPAC Business (1:00-1:10)
- ❑ Virginia Medicaid Unwinding Update (1:10-1:40)
- ❑ DMAS Language and Disability Access (1:40-2:00)
- ❑ Partnership for Petersburg & Maternal-Child Health (2:00-2:30)
- ❑ New DMAS Resources for Legislators (2:30-2:35)
- ❑ Committee Discussion of Legislative and Policy Priorities (2:35-3:00)
- ❑ Agenda Items for September 7 CHIPAC Meeting (3:00-3:05)
- ❑ Public Comment (3:05-3:10)



# VIRGINIA MEDICAID UNWINDING: ENDING CONTINUOUS COVERAGE REQUIREMENTS AND THE RETURN TO NORMAL ENROLLMENT

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES



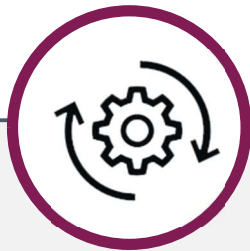
# Medicaid Continuous Coverage Requirements: Background, Preparation and Partnerships

- States were required to maintain enrollment of Medicaid members (enrolled as of March 18, 2020) to receive the additional 6.2 % increase until the end of the month in which the federal Public Health Emergency (PHE) ends.
- Since March of 2020, DMAS and DSS have closely collaborated to implement flexibilities and protect needed coverage during the PHE to allow access to services. In a parallel effort, the DMAS and DSS began planning in mid-2020 for the eventual unwinding. This close partnership has continued throughout the PHE to ensure all efforts were made to utilize available resources throughout the return to normal transition.
- Unwinding Taskforce: Secretary Littel convened a monthly unwinding taskforce beginning in January 2022 to include DMAS and DSS leaders and the Office of the Attorney General.
  - In July 2022, the taskforce was expanded to include Senate and House finance staff and the Department of Planning and Budget per a General Assembly mandate.
- In December 2022, the Consolidated Appropriations Act (CAA) was signed into effect decoupling the PHE from the continuous coverage requirement effective March 31, 2023:
  - Stepped down the enhanced FMAP beginning April 1, phasing out the enhanced match December 31, 2023.
  - CMS requires that states have an approved mitigation plan – or approval not to submit a mitigation plan by March 31, 2023. States that did not receive this approval face the loss of enhanced FMAP, restrictions on taking actions to close enrollments, and delayed redetermination timelines.
  - Virginia was one of 44 states required to submit a mitigation plan. DMAS received CMS approval on March 29, 2023.



# Medicaid Enrollment in the Commonwealth

The end of the continuous coverage requirement in the Commonwealth will present the single largest health coverage event since the first open enrollment of the Affordable Care Act (ACA). This event is also known as unwinding.



Historically, the Commonwealth has experienced **churn, which is enrollees who reapply and re-gain coverage shortly after being terminated.**



From March 2020 through March 1, 2023, the Commonwealth experienced an **increase of over 630,000 enrollees (a 41% increase in enrollment growth).**



Enrollment growth has been the **fastest among non-elderly, non-disabled adults**, and slower among children and aged, blind, and disabled (ABD) eligibility groups.



Post continuous coverage, **roughly 14% of the state's total Medicaid enrollees may lose coverage, and up to 4% of members may lose and regain coverage within 1-6 months of closure. The national average for loss is around 20%.**

# Preparations to Resume Normal Enrollment: Policy, Vendor Support, and Outreach & Communications

A strong emphasis was placed on system enhancements to include increased automation, workforce tools, and reporting as well as expanding existing operations to support the local workforce and ensure a timely completion of the unwinding.

## **Cover Virginia:**

- Executed a contract modification to expand the existing Cover Virginia operation to include a redetermination call center and processing unit throughout the return to normal process and new permanent units dedicated to pregnant women and application assisters. The expanded operations were successfully implemented on April 3, 2023.
- The vendor is expected to process approximately 420,000 or 1/3 of all cases. The operation includes an existing Incarcerated Unit, responsible for completing renewals for over 30,000 incarcerated enrollees through exchanges with the Department of Corrections and state/local jails.

## **Outreach & Education:**

- Ongoing outreach campaigns to include mailings to 1.1 million households, radio, television, and social media campaigns, and dedicated pages across three websites. Development of four stakeholder toolkits, 18 outreach templates, 60 provider memos, and engagement through speaking events and eight public townhalls to nearly 1000 different stakeholder groups.
- Return to Normal Operations Summit held on March 8, 2023 for over 300 stakeholders in partnership with the Department of Social Services (DSS), Virginia Association of Health Plans (VAHP), Virginia Poverty Law Center (VPLC), Virginia Health Care Foundation (VHCF), and the State Corporation Commission (SCC).

# Preparations to Resume Normal Enrollment: Local Agency Planning and Partner Collaboration

VDSS and DMAS developed a plan to prepare Local Agency staff to be able to complete the Medicaid unwinding work that includes training and informational sessions, workgroups, and additional federal waivers.

## **23 System Updates:**

- Increased the number of successful “no touch” actions at application, change, and renewal to promote consistency, reduce local worker burden, and allow a stronger focus on high risk populations which require manual processing.
- Increased reporting to meet federal requirements and to allow closer monitoring of progress throughout the unwinding period.

## **Training and Information Sessions:**

- Developed an eLearning that refreshed local agency staff on renewal processing.
  - Over 3,000 Local Agency staff have completed this training.
- Hosting subject-matter expert led webinars that focus on Q&A with local agency staff to assist in preparing them for the work.
  - Over 2,000 Local Agency staff have attended these webinars and this series concluded in April 2023.

## **Managed Care Organization (MCO) and Virginia Insurance Marketplace collaboration:**

- Executed agreement with the six health plans to solidify plans for four round of targeted member outreach across all modalities.
- Implemented new data sharing processes to include addresses, closures, and closure reason.
- Collaboration with the State Corporation Commission to ensure the smooth transition of individuals no longer eligible for coverage to other health coverage through referrals to the new Virginia Insurance Marketplace beginning In November 2023.

# Community Outreach and Engagement Strategies



## Phase I Purpose:

- Encourage members to update contact information
- Campaign began in March will run throughout unwinding
- All stakeholder participation

## Phase II Purpose:

- Encourage members to complete needed paperwork
- Campaign will start March 2023
- All stakeholder participation

## Phase III Purpose:

- Encourage members who lose coverage for administrative reason to complete needed paperwork
- Campaign will start April 2023
- Primarily health plan participation & Marketplace navigators



# Information and Resources

- **Member and Stakeholder Resources and Material** can be found on the Cover Virginia, Cubre Virginia, and DMAS websites. The Return to Normal Enrollment page on each site contains toolkits, information, and resources for members, providers, and other stakeholders. to learn more about Virginia's preparation and important updates.
  - DMAS Website: <https://www.dmas.virginia.gov/covid-19-response/>
  - Cover Virginia Website: <https://coverva.dmas.virginia.gov/return-to-normal-enrollment/>
  - Cubre Virginia Website: <https://cubrevirginia.dmas.virginia.gov/return-to-normal-enrollment/>
- **The Renewal Status Dashboard** can be found on the DMAS site under the Data tab that tracks the progress toward redetermining Virginia's Medicaid population on a monthly basis.
  - The dashboard can be found at <https://www.dmas.virginia.gov/data/return-to-normal-enrollment/eligibility-redetermination-tracker/>
- **Legislator Resources and Information** can be found on the DMAS website at: <https://www.dmas.virginia.gov/about-us/legislative-office-resources/>
  - New dashboards are available which provide enrollment data by Virginia State House and Senate districts as well as Congressional districts.

Thank you to all partners across the Commonwealth who are working to support the efforts to ensure a smooth transition back to normal processing.





# DMAS' Language & Disability Access Updates

***Montserrat Serra***

*DMAS Civil Rights Coordinator*

*Montserrat.Serra@dmas.virginia.gov*

VIRGINIA'S MEDICAID PROGRAM

DMAS

# Our Commitment

To properly serve the limited English-proficient (LEP) population and people with disabilities by ensuring meaningful access to Virginia Medicaid.

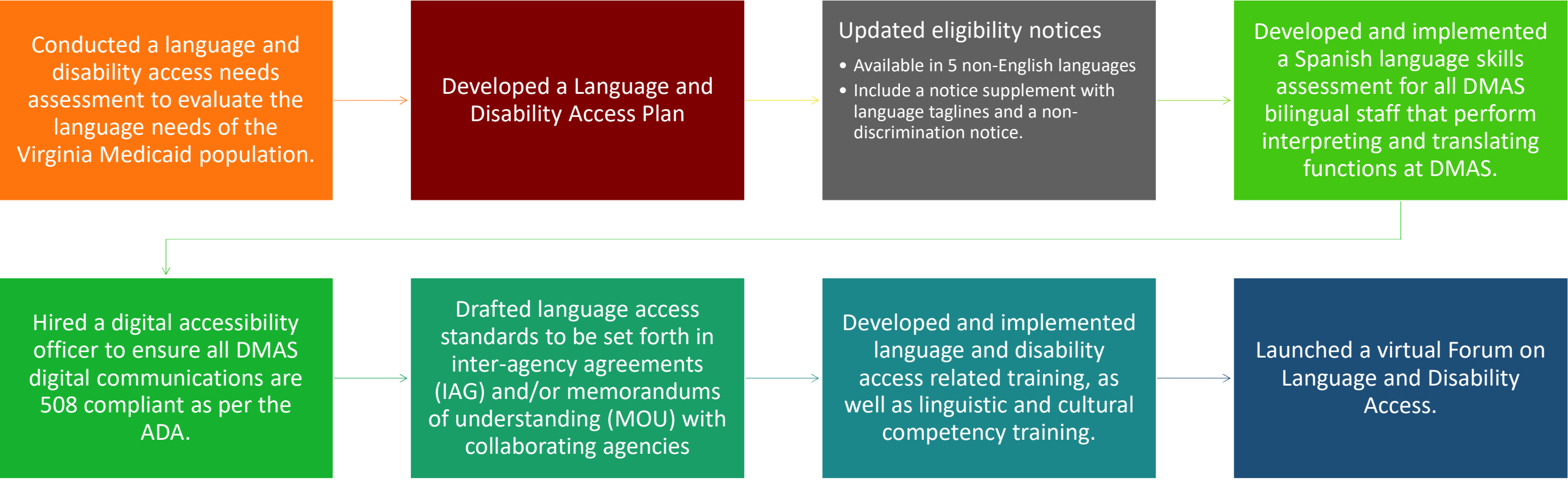


# Virginia Medicaid Language Counts

Language Name	YR 2021 COUNT	2021 Percent	YR 2022 COUNT	2022 Percent
<b>English</b>	<b>1,944,833</b>	<b>94.76%</b>	<b>2,086,496</b>	<b>94.43%</b>
<b>Non-English</b>	<b>107,628</b>	<b>5.24%</b>	<b>122,991</b>	<b>5.57%</b>
Spanish	82,566	4.02%	93,391	4.23%
Arabic	4,215	0.21%	4,820	0.22%
Vietnamese	3,547	0.17%	3,775	0.17%
Urdu	1,542	0.08%	1,716	0.08%
Amharic	1,546	0.08%	1,793	0.08%
Sign Language	204	0.01%	219	0.01%
Other	11,365	0.55%	13,915	0.63%
<b>Total Member Count</b>	<b>2,052,461</b>	<b>100%</b>	<b>2,209,487</b>	<b>100%</b>

\*Data pulled on January 2023

# DMAS Language & Disability Access Initiatives



# Forum on Language & Disability Access

- Series of public webinars to discuss topics related to language and disability access.
  - To consult and engage with Virginia Medicaid stakeholders to understand and meet the language and disability access needs of communities.
  - 2023 meetings:
    - May 15 – Best Practices for Providing Language Assistance Services.
    - December – TBD
  - More information: <https://www.dmas.virginia.gov/forum-members/forum-on-language-and-disability-access/2023-meetings/>
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# PARTNERSHIP FOR PETERSBURG

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June 2023 Update



The **Partnership for Petersburg** was launched by Governor Youngkin in August 2022 in response to pervasive negative outcomes experienced by Petersburg residents.

This collaborative effort spans education, public safety, health care, transportation, economic development, and community and faith-based engagement.

**Quick Stats (as of June 2023)**

**Petersburg Medicaid Beneficiaries: 20,303**  
(~58% of population)




DMAS has been tasked with focusing on **increasing utilization of pediatric, adult primary care, and maternity services for Petersburg Medicaid members** through community partnerships, member engagement, and mobile clinics and events.

# Highlights To-Date

DMAS, MCOs, DentaQuest, and Conexus participated in **over 100 community events and mobile clinics!**

**Goal is to demonstrate the value of Medicaid managed care** through monthly community outreach, ongoing provider support, targeted enhanced benefits, contributions such as food delivery, toothbrushes, cribettes, and books, and meaningful charitable contributions that will **benefit members and the City of Petersburg at large.**

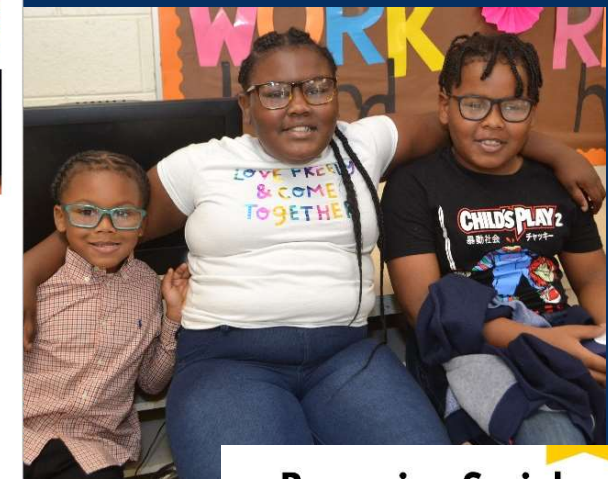
### BLOOD PRESSURE EDUCATION | SCREENINGS



**Locations & Dates**

- Pin Oaks Estates**  
37 Slagle Avenue, Petersburg, VA  
May 4, 2023 | 1 PM - 3 PM
- Cavalier Senior Apartments**  
50 Cavalier Drive, Petersburg, VA  
May 9, 2023 | 11:30 AM - 1 PM
- Pecan Acres**  
203 Juniper Road, Petersburg, VA  
May 11, 2023 | 1 PM - 3 PM
- Sycamore Towers**  
128 S Sycamore Street, Petersburg, VA  
May 18, 2023 | 1 PM - 3 PM

CVHS  
PETERSBURG REDEVELOPMENT AND HOUSING AUTHORITY | United Healthcare



### Removing Social & Self Stigma on Mental Health For Our Youth

PETERSBURG PUBLIC LIBRARY  
201 WEST WASHINGTON ST., PETERSBURG VA


**OCTOBER 27**  
6:00 PM - 7:30 PM

SCAN TO REGISTER

**SPEAKER ASHLEY WADDELL, LCSW**  
DINNER PROVIDED

SPONSORS

- MOLINA HEALTHCARE
- CVHS
- Carilion



# Community Collaboration

DMAS, MCOs, DentaQuest, and our partners are having ongoing conversations with a variety of Petersburg-area healthcare providers and associations.

The goal of these discussions is to develop and deploy strategies to **increase member access to care** and **identify needed support**.

**Examples:** Urban Baby Beginning's maternity hub, Conexus eyeglasses, food bank and delivery support, maternity provider engagement, and many more!





We are committed to long-term, sustained Partnership for Petersburg activities and are looking forward to opportunities to advance and build on ongoing efforts.

**Thank you to everyone who has been engaged in this work, please don't hesitate to reach out if you have ideas!**

# **Committee Discussion of Legislative and Policy Priorities**

**Discussion of Agenda Topics  
For Next CHIPAC Meeting  
(In-person at DMAS offices)**

**September 7, 2023**

# Public Comment

- If you wish to submit a public comment, you can unmute yourself by clicking on the microphone icon.
- If you are joining by phone, unmute yourself by pressing \*6.
- You may also submit written comments in the chatbox if you wish to do so.