The purpose of this broadcast is to alert local departments of social services to the launch of an online portal for the Health Insurance Premium Payment (HIPP) Program and HIPP for Kids. We are excited about the new opportunities HIPP Online will provide and we are proud that this change directly addresses the ideas and needs of our HIPP members. We are asking for your help with spreading the word about this exciting feature.

Starting November 1, 2018, DMAS will launch a new online portal, called HIPP Online, to allow potential HIPP members to apply for HIPP online and existing HIPP members to submit their quarterly and annual HIPP documents online. This portal is a direct response to requests from HIPP members and will also streamline and automate processes for DMAS staff.

This new portal uses a tool called REDCap, which will offer features designed to save HIPP members time and increase their peace of mind. These features include:

- Secure online portal for annual and quarterly updates
- Automatic reminders to submit documents
- System confirmations that information uploaded successfully

The attached Fall 2018 HIPP Toolkit includes information about HIPP Online as well as general HIPP Program information.

DMAS will communicate with HIPP members in several ways through this transition:

- DMAS will mail a letter and HIPP Online flyer explaining this change to current HIPP members in the coming weeks (see attached HIPP Toolkit for sample letters and flyers)
- The HIPP page of the DMAS website will offer step-by-step instructions and an instructional video for how to use HIPP Online
- HIPP members can also receive HIPP Online technical assistance by calling 1-800-432-5924.

If you are working with someone who may qualify for HIPP, please help DMAS spread the word about the online application. The HIPP brochure in the attached HIPP Toolkit has frequently asked questions about the HIPP program and information on how to apply.

If you receive any questions or concerns from existing HIPP members about HIPP Online, please reach out to us at hippocustomerservice@dmas.virginia.gov and use the title “HIPP Online” in your subject line.

Thank you for your support and helping us spread the word!
Coming Soon: New online portal to better serve HIPP members

October 19, 2018

<Participant Name>
<Street Address>
<City, State Zip>

Dear HIPP Participant,

Starting November 1, 2018 there will be a new way to submit your HIPP documents. Based on feedback from HIPP members, Virginia Medicaid is introducing a new online portal, called HIPP Online, for you to upload your annual and quarterly HIPP documents.

This new portal uses a tool called REDCap. HIPP Online will offer features designed to save HIPP members time and increase your control over your HIPP information. These features include:

- Secure online portal for your annual and quarterly updates
- Automatic reminders to submit documents
- System confirmations that your information uploaded successfully

Visit the HIPP website at http://www.dmas.virginia.gov/#/hipp to access this new portal and register for HIPP Online today!

More information is available on the flyer included with this letter. You can also find step-by-step instructions and an instructional video on how to use HIPP Online on the HIPP website.

If you have any questions about REDCap, please reach out to us at <hippcustomerservice@dmas.virginia.gov> and use the title “HIPP Online” in your subject line, or call us at <1-800-432-5924>.

We are excited that HIPP Online will offer HIPP members more control and peace of mind. Give it a try and let us know what you think!
WE HEARD YOU!

Based on feedback from HIPP members, Virginia Medicaid is launching a new HIPP online portal using a tool called REDCap.

HIPP Online will give you more certainty and control of your information and will save you time!

Register today and use HIPP Online to:
- Securely upload your quarterly and annual paperwork
- Confirm your HIPP information has been received
- Receive reminders when your paperwork is due
- Notify Medicaid if your premiums increase

HIPP Online is designed to better serve HIPP members, however, if you choose not to use HIPP Online, you can continue to submit your HIPP information the same way you usually do.

Visit www.dmas.virginia.gov/#/hipp to learn more and register for HIPP Online. The HIPP webpage also has answers to Frequently Asked Questions and an instructional video on how to use the portal.

If you have trouble registering or using HIPP Online, we want to help! Please let us know about your concerns by calling 1-800-432-5924 or emailing us at HIPPCustomerservice@dmas.virginia.gov using the title “HIPP Online” in the subject line.
The Health Insurance Premium Payment Program (HIPP) and HIPP for Kids (HFK) are cost saving programs administered by Virginia Medicaid. HIPP helps cover insurance premium payments for households with Medicaid-eligible members. HIPP for Kids helps pay premiums for children under age 19 who are Medicaid eligible. HIPP for Kids members may also qualify for Cost Sharing to help with non-covered co-payments, deductibles and other expenses not covered by your primary insurer.

Your doctors and other Medicaid-enrolled providers receive maximum payment for your care because you have both private health insurance and Medicaid.

HIPP participants receive premium reimbursement payments to offset medical costs.

Visit www.dmas.virginia.gov/#/hipp to apply online or send us an email at HIPPcustomerservice@dmas.virginia.gov.

HIPP Application Checklist:
- Complete all parts of the HIPP application
- Complete employer insurance verification (EIV) Form
- Submit insurance summary (Verifying deductibles, co-pays and co-insurance amounts)
- Provide current pay stubs
- Provide private health plan summary of benefits (EOBs)

Am I Eligible for HIPP?

You might qualify for HIPP if you meet the following criteria:
- I have a household member currently enrolled in full-coverage Medicaid
- My health insurance meets program criteria, including cost effectiveness. Visit www.dmas.virginia.gov/#/hipp to learn more about program and cost-effectiveness criteria.
- Your doctors and other Medicaid-enrolled providers receive maximum payment for your care because you have both private health insurance and Medicaid.

What is HIPP?

The Health Insurance Premium Payment Program (HIPP) and HIPP for Kids (HFK) are cost saving programs administered by Virginia Medicaid. HIPP helps cover insurance premium payments for households with Medicaid-eligible members. HIPP for Kids helps pay premiums for children under age 19 who are Medicaid eligible. HIPP for Kids members may also qualify for Cost Sharing to help with non-covered co-payments, deductibles and other expenses not covered by your primary insurer.

HIPP participants receive premium reimbursement payments to offset medical costs.

Your doctors and other Medicaid-enrolled providers receive maximum payment for your care because you have both private health insurance and Medicaid.

HIPP and HFK Benefits

HIPP and HFK Benefits

Visit www.dmas.virginia.gov/#/hipp to apply online or send us an email at HIPPcustomerservice@dmas.virginia.gov.
The Department of Medical Assistance Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, sex, gender, gender identity or other medical conditions. The Department of Medical Assistance Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, sex, gender, gender identity or other medical conditions.

How can I apply for this program?
1. Visit www.dmas.virginia.gov/#/hipp to apply online
2. Fax your application and required documents to (804) 225-4393
3. Or email a paper form to HIPPcustomerservice@dmas.virginia.gov

Can I qualify if I have Plan First?
Plan First is not eligible for this program.

What happens if the required documents are not submitted monthly?
We will send you reminders and there is a 10-day grace period. However, after the grace period, your eligibility will be suspended and you would not receive your reimbursement.

Once approved, when will I get my first reimbursement?
Checks are mailed the last Friday of every month.

Want to Learn More?
Visit www.dmas.virginia.gov/#/hipp for more information and to apply online. You can also call 1-800-432-5924.

Frequently Asked Questions
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Your portion of the program may reimburse eligible dependents, the HIP premium.

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Se habla español
(800) 432-5924 (Virginia Residents)
(804) 225-4396

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