

Broadcast      DMAS-24

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Subject:         Update: Application Processing at Cover Virginia CPU

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The following acronyms are used in this broadcast:

CPU – Central Processing Unit  
DMIS – Document Management Imaging System  
FFM – Federal Facilitated Marketplace (also known as the Health Insurance Marketplace)  
LDSS – Local Departments of Social Services  
OEP – Open Enrollment Period  
VaCMS – Virginia Case Management System

The purpose of this broadcast is to update LDSS on the status of application processing at Cover Virginia as a result of the end of the 2017 Federal OEP. The 2017 OEP began November 1, 2017, and closed on December 15, 2017. This shortened enrollment period resulted in a higher volume of applications received by the CPU in a shortened period of time. On December 20, 2017, the CPU also received an additional 2,100 account transfers, for a total volume of over 31,000 FFM account transfers for the OEP. These account transfers are in addition to the online applications and telephonic applications for the same period. Therefore, the Cover Virginia CPU is currently experiencing a pending backlog of applications which will be exceeding the 45-day processing timeframe for the next few months.

To minimize the impact on LDSS, the CPU will perform expedited file clearance on the remaining December and January application receipts to ensure that LDSS receive any applications with associated cases at the locality as soon as possible. However, even with this expedited file clearance, some LDSS may still receive applications at or over the 45-day processing timeframe. Applicants identified for transfer in a pending status over the 45-day

processing time will be sent a manual processing delay notice, which will be uploaded into DMIS prior to transfer. In addition, these applications will either have an indicator in VaCMS and/or customer service notes identifying the delay.

The CPU is taking the following additional actions to minimize any impact on LDSS:

1. All pregnant woman applications will be processed timely.
2. Processing will be expedited upon request for medical emergencies or other critical circumstances.
3. LDSS staff who request a case transfer will be sent the pending application and will be responsible for processing the application.
4. Notices regarding the agency delay in processing the application are mailed to all cases over the 45-day processing standard.

Your patience is appreciated as we work through this volume of applications in the most efficient and accurate manner. Please utilize the current procedures to send any questions or requests for cases by email to [USA.CoverVA.DSS.Comm@conduent.com](mailto:USA.CoverVA.DSS.Comm@conduent.com).