

BROADCAST DMAS-9

DATE: November 7, 2016

TO: Local directors and Medicaid staff

FROM: Cindy Olson, Eligibility Manager, Department of Medical Assistance Services,
Cindy.olson@dmas.virginia.gov or (804) 225-4282

SUBJECT: Impact of Delay in FFM Applications

The following acronym(s) are used in this broadcast:

- CPU – Central Processing Unit
- DMAS – Department of Medical Assistance Services
- LDSS – Local Departments of Social Services
- VaCMS – Virginia Case Management System
- VDSS – Virginia Department of Social Services
- FFM – Federally Funded Marketplace

The purpose of this broadcast is to provide additional information to LDSS staff about the delay in the transmission and receipt of Medical Assistance applications from the FFM. This issue was last updated in VDSS Broadcast 10048 (attached below).

The issue was resolved as of October 27th. The delay has resulted in a backlog of approximately 1,300 applications at the Cover Virginia CPU. The CPU will be processing these delayed applications as quickly as possible but expects some applications may not be processed by the 45th day of the application date. All applications submitted by pregnant women and individuals with a documented urgent medical need have been given priority, and those have begun to be processed in VaCMS.

The impact of the backlog on the LDSS is two-fold. First, LDSS will receive some pending FFM applications from the CPU that processing is greater than 45 calendar days from the application date. LDSS will also receive some delayed applications directly for cases with open SNAP or TANF benefits; however, the number of these applications is significantly fewer than the backlog at the CPU.

DMAS recognizes the burden the delayed applications places on LDSS and asks agencies to process the applications as quickly as staffing and caseloads permit.

Please direct any comments or questions regarding information in this broadcast to Cindy Olson.

BROADCAST 10048

DATE: October 27, 2016
TO: All Local Department Staff
FROM: Tom Steinhauer, Director, Benefit Programs
SUBJECT: VaCMS - **UPDATE**: FFM Applications Delay
CONTACT(S): Cathey Jackson, c.jackson@dss.virginia.gov, 804 726-7820

The following acronym(s) are used in this broadcast:

- VaCMS – Virginia Case Management System
- FFM – Federal Funded Marketplace
- MWS – My Work Space
- VCCC - VITA Customer Care Center

UPDATE: The purpose of this broadcast is to advise staff that the issue reported below has been resolved. Late FFM Applications arriving into MWS may include dates in the past. Please process these applications using the original application date. Thank you for your patience while this issue was being resolved.

The purpose of this broadcast is to advise staff of an issue with the delay of FFM Applications arriving into MWS. We are aware of the issue and technical teams have been advised. Please do not submit additional VCCC tickets in this regard. Notification will be provided when this issue has been resolved.

We appreciate your patience as we work to make our systems better for our clients and our local agencies.