

BROADCAST DMAS-58

DATE: January 26, 2021

TO: Local directors and Medicaid staff

FROM: Cindy Olson, Director, Eligibility and Enrollment Services Division, Department of Medical Assistance Services

SUBJECT: Cover Virginia Update

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The purpose of this broadcast is to update local departments of social services (LDSS) on the status of application processing at Cover Virginia as a result of the end of the 2020 Federal Open Enrollment Period (OEP). The 2020 OEP began on November 1, 2020, and closed on December 15, 2020. The Cover Virginia Central Processing Unit (CPU) is currently experiencing a pending backlog of applications that will be exceeding the 45-day processing timeframe for the next few months. The CPU received 19,971 applications for November. This volume was 164% over the forecasted volume for November. An additional 13,344 applications were received from December 1, 2020 to December 15, 2020, which trends 102% over the forecasted amount for December.

To minimize the impact on LDSS, assistance with file clearance is being provided by staff from the Department of Medical Assistance Services (DMAS), Virginia Department of Social Services (VDSS), and LDSS. This staff is also assisting with application processing. Even with this assistance, 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 MA 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