

BROADCAST DMAS-63

DATE: March 25, 2021

TO: Local directors and Medicaid staff

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

SUBJECT: Transition of Cover Virginia to Maximus

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The Cover Virginia Central Processing unit and call center will transition to a new vendor, Maximus, on March 29, 2021. Maximus has maintained a relationship with the Department of Medical Assistance Services (DMAS) as the enrollment broker for the managed care contract for a number of years. They will now administer the Statewide Call Center and Central Processing Unit (CPU) for Modified Adjusted Gross Income (MAGI)-based applications received telephonically, through CommonHelp, and from the Federally Facilitated Marketplace (FFM).

What Has Changed

Maximus will deliver a number of technologically advanced features to Cover Virginia that will improve the customer service experience in a number of ways, to include:

- An E-Communication Unit – web-chat sessions; email responses; text messaging service; after hours voicemail
- Enhanced Interactive Voice Response (IVR) ability with caller with additional self-service options, to include direct navigation to a worker for non-English proficient callers
- Telephonic appeals request referral service
- Complete web-based systems for remote connectivity and work
- Reduced first review to Verification Check List (VCL) or decision within 5 business days
- Customer satisfaction survey with performance measures

Impacts to Local Departments of Social Services (LDSS)

- We are very pleased that Nakesha Coleman will continue as the LDSS Communication Coordinator working with Maximus.
- The **LDSS to Cover Virginia Communication Form** has been revised and is available at <https://fusion.dss.virginia.gov/bp/BP-Home/Medical-Assistance/Cover-Virginia>.

- A new LDSS communication mailbox is available:

USA.CoverVA-DSS.Comm@coverva.org

The new mailbox will be used by LDSS to contact the Cover Virginia CPU to maintain the line of communication between Cover Virginia and LDSS regarding case issues, for questions and requests from local agencies. For example, an applicant who has a pending application at Cover Virginia applies for the Supplemental Nutrition Assistance Program (SNAP) at the LDSS. The LDSS needs the pending case transferred to them and emails an LDSS to Cover Virginia Communication Form to USA.CoverVA.Comm@coverva.org to request the transfer.

- Cover Virginia Incarcerated Unit (CVIU)

Cover Virginia will continue the CVIU operations under Maximus. **The new CVIU default worker for case transfers is Glennette Mason, gtm900.**

- Newborn Enrollment Cases

Due to the transition between vendors, the online portal for providers to submit newborn notifications (E213 forms) will be down beginning March 25, 2021, and will be back up on March 29, 2021. Per policy, all submissions for newborns will be back dated to the newborn's date of birth. Changes for newborns reported through the call center during this period will be recorded in VaCMS as "report my changes" (RMC), which will be routed to the LDSS maintaining the mother's case for processing.

If you have questions about any information contained in this broadcast, please contact USA.CoverVA.Comm@coverva.org.