MEDICAL ASSISTANCE PAPER APPLICATION REVISION

Kelly Pauley
Eligibility & Enrollment Services Division - Manager
Eligibility & Enrollment Services - Mission and Goals

DMAS Mission:
To improve the health and well-being of Virginians through access to high-quality health care coverage.

Eligibility and Enrollment Services Division Mission:
To ensure timely, accurate, and consumer friendly eligibility determinations one member at a time.

Eligibility and Enrollment Services Division Goals:
• **Service/ Problem Solving**: Provide accurate, comprehensive, and timely delivery of guidance and resolution of issues
• **Trust**: Provide excellent customer service and ensure accurate and timely eligibility determinations so qualified individuals can receive the services they need
• **Collaboration/Adaptability**: Support other Divisions within the Agency
### Current Initiatives/Goals

<table>
<thead>
<tr>
<th>Initiative/Metric</th>
<th>Status/Implementation Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoverVa/Zero Backlog Work*</td>
<td>-ongoing</td>
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<tr>
<td>One State Number for Benefits*</td>
<td>--implemented</td>
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<tr>
<td>• To include CoverVA and the DSS Enterprise Call Center</td>
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<tr>
<td>Improving client/member notices and communications*</td>
<td>- implemented in VaCMS</td>
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<tr>
<td>• Including providing communications in multiple languages</td>
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<tr>
<td>Reducing Member Churn</td>
<td></td>
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<tr>
<td>MMIS and VaCMS Eligibility Reconciliation-work in progress</td>
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<tr>
<td>FAMIS Prenatal Coverage*</td>
<td>- implemented</td>
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</tbody>
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*Agency priority
Current Division Projects

- Application Revisions Workgroup
- VaCMS Systems Changes
- Application Processing Team (APT)
- Afghan Immigrants
Where did our application come from?

- CMS provided a template
- Virginia adapted and created online versions (CommonHelp, VaCMS, Rapid Data Entry for the call center at CoverVA) to determine eligibility electronically
- Each version must be updated to match as much as possible
- All applications for the MAGI population must be approved by CMS and meet readability standards
Other Considerations

- Language options
- Font size and readability
- Voter Registration & Non-Discrimination requirements
- Citizenship status
- Taxpayer status
- Authorized Representative and Application Assistor information
Other Considerations (2)

- Rights & Responsibilities
- Who can sign
Soliciting Feedback

- DMAS staff (appeals, program integrity, services)
- State DSS staff
- Local DSS staff
- Virginia Healthcare Foundation
- Virginia Poverty Law Center
- YOU
- CMS
Changes (1)

- First up – add information about text-messaging and reorder application steps
- Step 1 – Move authorized representative and Application Assistor information to the beginning so it is not overlooked
- Step 2 – Clarify how to indicate “homelessness”
- Step 3 – Changed Demographic Information to columns so a family of three can apply without the extra person supplement (first person is included in this section instead of separate)
Included questions that might lead to needing supplement or more information before moving on to income

- Tax payer information
- Recent medical expense information (retroactive coverage request)
- Plan First opt in/out
- Health plan selection
- Long Term Care Services and Supports question
- Pregnancy
- Foster care history
- Race and ethnicity
Changes (3)

- Income section continues the three column format
- Expanded the section about current health insurance to more accurately gather third party liability information
- Clarified information about
  - rights and responsibilities (including estate recovery)
  - reporting changes
  - renewal requirements
  - use of IRS information
Wrap up

- Clarified who should sign the application
- Added “STOP” sign to make the signature block stand out
- New information about how to access help with non-medical needs
- Non-Discrimination information now included REQUIRED
- Voter Registration REQUIRED
- Updated language information
Your Turn

- As you were looking through the application which terms or instructions could be clearer?
- Any questions or information you thought was not needed?
- Favorite change and why?
- Other suggestions?
- Other questions?
Thank you!

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