

BROADCAST DMAS-89

DATE: February 23, 2022

TO: Local directors and Medicaid staff

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

SUBJECT: Medical Assistance Out-of-state Addresses Project

CONTACT: Catalina Bos, Project Coordinator, Department of Medical Assistance
Services, at catalina.bos@dmas.virginia.gov or 804-980-5075

The Department of Medical Assistance Services (DMAS) is reviewing cases with out-of-state addresses in both the Medicaid Management Information System (MMIS) and the Virginia Case Management System (VaCMS). These case types were closed in VaCMS using a closure reason other than "loss of Virginia residence". As a result, these cases were reinstated in MMIS by DMAS in order to comply with the Public Health Emergency (PHE) requirements. In order to ensure proper closure, DMAS is reviewing cases that fall in this category and is taking appropriate action as necessary.

As part of this review, DMAS may contact local departments of social services (LDSS) via email and/or phone to request action on the case by the LDSS. Should DMAS make contact, the LDSS should provide a response **within five (5) business days** of receiving communication.

When DMAS takes action to re-close a case in MMIS, the notice below will be mailed to the member, and a copy will be uploaded to the case record in VaCMS.

Dear {member},

The individual(s) listed above does not qualify for health coverage from Virginia Medicaid because they moved out of the state of Virginia. Since the individual does not meet the Virginia residency requirements, their case has been closed effective {date}. We made our decision based on the rules found here: Virginia Medical Assistance Manual Reference M0230.001.

If you have now moved back to Virginia and would like coverage again, there are plenty of ways to reapply. Below are those options:

1. Apply online at **www.commonhelp.virginia.gov**.
2. Call the Cover Virginia Call Center at **1-855-242-8282**
(TDD: 1-888-221-1590).
3. Complete an online application at the Health Insurance Marketplace:
www.healthcare.gov.
4. Contact your local Department of Social Services for a paper application.
5. Call the Virginia Department of Social Services Enterprise Call Center at
1-855-635-4370 (*if you also want to apply for other benefits*).

Please contact your local Department of Social Services with questions.