

BROADCAST DMAS-98

DATE: July 7, 2022

TO: Local directors and Medicaid staff

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

SUBJECT: Medical Assistance Address Changes Project

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The Department of Medical Assistance Services (DMAS) is currently handling member address changes in response to the returned mail received from a mailing sent during the spring of 2022.

DMAS contractors are contacting members to confirm or obtain new addresses and are updating VaCMS and MMIS/MES on Medicaid Only cases, as appropriate. Cases will be documented with the action taken, and a Notice of Action will be sent to members when necessary. DMAS contractors may also be contacting local departments of social services (LDSS) via email to the Worker 1 listed on the case to call attention to changes needed or to advise of action that may be required.

Returned mail received for cases with active Medicaid and other programs attached ("combination cases") will be forwarded to VDSS for distribution to the appropriate LDSS for the applicable action to be taken.

The following information applies to the handling of returned mail **during the Public Health Emergency (PHE) only:**

Per waivers received from the Centers for Medicare and Medicaid Services (CMS), forwarding addresses located in Virginia that are received from the United States Postal Service (from returned mail) can be considered verified upon receipt, and immediate action can be taken to update the addresses. No contact with the member is required; however, this only applies if the **new address is in the state of Virginia.**

New out-of-state addresses are NOT considered verified, and the member must be contacted to confirm the address before the address can be updated in the system and/or the case can be closed. Once the member confirms the new out-of-state address, the system can be updated, and the appropriate action can be taken.

Returned mail received with no forwarding address also requires contact with the member to obtain the current address. If no contact is made with the member and/or if the member does not verify their current address, no action can be taken to update the

address and/or close the case per the continuous coverage requirements in place, as referenced in the broadcast dated April 15, 2022, "Extension of the Public Health Emergency Period".