

BROADCAST DMAS-40

DATE: March 18, 2019

TO: Local Directors and medical assistance staff

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

SUBJECT: MMIS Enrollment Correction Information

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The following acronyms are used in this broadcast:

- DMAS – Department of Medical Assistance Services
- LDSS – Local Department of Social Services
- VDSS – Virginia Department of Social Services

The purpose of this broadcast is to inform LDSS staff who determine eligibility for Medicaid and FAMIS of a **temporary change** to procedures for MMIS Coverage Correction Requests. Effective February 27, 2019, Enrollment Unit staff members were temporarily re-assigned to process backlogged Cover Virginia applications during the work day. This is the highest priority right now for our team and the Department of Medical Assistance Services. In order to accomplish this, certain other activities previously completed by the Enrollment Unit staff will be delayed and will first need to be directed to your Regional Consultant.

Coverage correction requests should come to DMAS ONLY if the Regional Consultant cannot make the correction.

Enrollment Unit staff will continue to process the following requests:

- urgent MMIS Coverage Corrections that can't be handled by the Regional Consultant,
- same day voids,
- enrollment of pregnant women that can't be handled by the Regional Consultant,
- patient pay corrections

Once the backlog is cleared and there is no longer a need to divert staff in the Enrollment Unit to process applications, things will go back to normal.

Completed MMIS Coverage Correction forms (DMAS-9 effective 4-2018) are required for coverage corrections. The completed form should be emailed to your Regional Consultant. Examples of appropriate requests:

- Retroactive coverage
- Duplicate linking
- Erroneous death cancellations
- Spenddown end-date
- Missing newborn coverage
- Approved non-labor and delivery Emergency Services coverage
- Same day void

Please type “same day void” in the subject line when emailing that type of request.

Keep in mind that all DSS MA enrollment begins in VaCMS as the system of record.

Please contact your Regional Medicaid Consultant if you have questions about this broadcast.