

Member Focused Initiatives

Improving the Consumer Experience



Step I

Language,
Readability, &
New Timeline

- ✓ Updates to ensure easily accessible translation services, such as adding taglines to notices
- ✓ Improvements to readability and use of plain language in all notices.
- ✓ Timeline to return verifications to VDSS changing from 10 to 15 days.



Step II:

Member Notices
& Updates to
Cover Virginia
Website

- ✓ Notice of Action
- ✓ Notice of Temporary Approval
- ✓ Verification Checklist
- ✓ Inserts: Language Taglines, Spenddown Fact Sheet, & Marketplace Referral
- ✓ Cover Virginia Website Additions & Improvements



Step III:

Remaining
Member Notices

- ✓ Renewal Notice
- ✓ Manual Verification Checklist
- ✓ Notice of Obligation

Annual Medicaid Renewals

Revising Member Renewal Forms

Health coverage from Virginia Medicaid must be renewed each year.

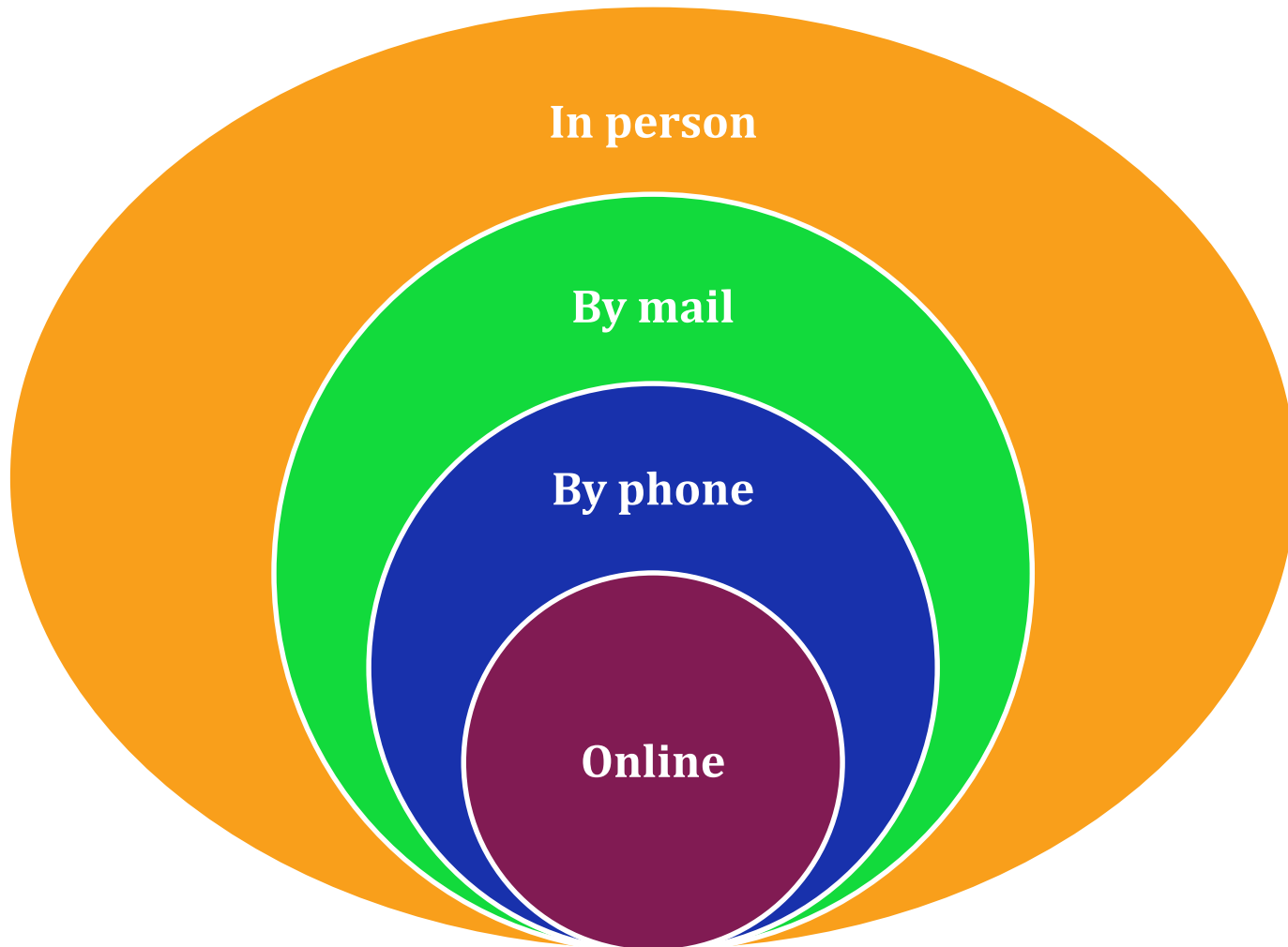
In some cases, we can renew a member's Medicaid health coverage with information we have in our system.

If all of the needed information is not available, a paper form is mailed to the member to complete.

If the paper form is not received by the case worker by the requested date, health coverage may be ended.

Annual Medicaid Renewals

Completing the Annual Renewal



Annual Medicaid Renewals

Member Advisory Committee Feedback

1. Have you ever completed the written renewal form for yourself or someone else? Tell us about your experience.
2. What would persuade you to complete the renewal online or by phone instead of using the written form?
3. What do you like about the new draft renewal form?
4. What do you think should be changed or what do you find confusing about the new form?
5. Do you have any other thoughts or feedback on any letters or forms you have received about your or your family member's Medicaid coverage?