

# SOAR 2024 DMAS ACCOMPLISHMENTS



Reinforces DMAS' Commitment to Provide Health Insurance Coverage and Services to Qualified Low Income Members Efficiently in the Commonwealth

Completed the unwinding/redetermination for over 2.1 million members with no penalties from the Centers for Medicare and Medicaid Services (CMS)



Right Help. Right Now. - Behavioral Health Services Redesign, Crisis Support Project and new Serious Mental Illness (SMI) 1115 waiver

Obtained approval from CMS for 3400 Developmental Disability Waiver slots



Posted the Notice of Award for the Cardinal Care Managed Care (CCMC) program contracts

Disbursed over \$100M in incentive payments to Virginia nursing facilities through the second program year of the Value Based Purchasing program



Completed base payment rebasing process for 120 hospitals and 268 nursing facilities

Redesigned the website to improve member and public experience, (<https://www.dmas.virginia.gov>), boosted social media pages, created informative dashboards, and promoted member initiatives



Established a year-around internship program and received recognition from SHHR for "best-in-class workforce support" with turnover rate for 2024 at 2% and a retention rate of 98%

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Convened a two-day Medicaid 101 Boot Camp to new legislators at the General Assembly



Established a new Office of MCO Compliance and Monitoring that focuses on health plan monitoring and compliance, and implemented a new MCO 360° Performance Review Process

Increased maternal health activities including maternal cardiovascular roundtables and Ask About Aspirin Campaign



Increased the CardinalCare Smiles dental network with 2255 enrolled dentists

Reduced the agency's regulatory requirements by 49%, surpassing the Governor's goal of 25% reduction



Revamped the appeals workflow process and the provider website to include documents and education regarding claims and billing processes, and provided extensive outreach to providers

Developed request for proposal to reprocore the core IT system, Fiscal Services Agent (FAS) and other processes that manage claims, payments, and member data



Received only 5 findings in the FY2024 Auditor of Public Accounts (APA) audit report