



# 2025 DMAS ACCOMPLISHMENTS

**Largest Medicaid Program Launch in Virginia History:** On July 1, 2025, Virginia launched the Cardinal Care Managed Care program, moving 1.7 million Virginians into a modernized Medicaid system. Virginia added Humana Healthy Horizons as a new Medicaid health plan and transitioned members from Molina to Humana without service disruptions. Before the launch, DMAS completed detailed readiness reviews for every Managed Care Organization and informed the public through a statewide communication campaign.

**Strengthened Oversight and Accountability:** DMAS created a new Compliance Office and introduced the MCO 360° Performance Review to improve oversight and increase transparency in how Medicaid health plans operate

**Improved Care for Foster Youth and At-Risk YouthCare:** Virginia established its first statewide Foster Care Specialty Plan, ensuring that all foster youth receive consistent support through Anthem HealthKeepers Plus. DMAS also moved all youth in Psychiatric Residential Treatment Facilities into managed care to improve care coordination and support smoother transitions back into their communities. Virginia secured a multi year \$5 million federal grant to develop Medicaid reentry services that support the health and successful community reintegration of youth involved in the justice system.

**DOJ Settlement Successfully Concluded:** After more than a decade, Virginia completed the requirements of the federal Department of Justice Settlement Agreement, which was officially closed and replaced with a Permanent Injunction—marking major progress in community-based behavioral health services.

**Nationally Leading Improvement in Postpartum Care:** Virginia increased postpartum visit rates from 61.8% to 73.7% between 2019 and 2023, nearly a 12 percentage point improvement that outpaced national averages and demonstrated strong gains in maternal health.

**Reduced Avoidable Emergency Department Use:** DMAS brought together Medicaid health plans, hospitals, and other partners to reduce avoidable emergency room visits. Pilot programs reduced unnecessary emergency visits by up to 70% for certain members, lowering healthcare costs and improving patient outcomes.

**Nursing Facility Quality Improvements:** DMAS strengthened the Nursing Facility Value-Based Purchasing Program to better align nursing home payments with quality results. The Nursing Facility Quality Improvement Program in August 2025 to improve resident safety, satisfaction, and health outcomes.

**Medicaid had its 60th birthday this year:** Six decades later, it's still strengthening families and improving health outcomes every day. Its impact on public health and community well-being continues to grow.



**Large-Scale Home and Community-Based Services Compliance:** DMAS completed more than 6,000 reviews of Home and Community-Based Services settings, including 750 reviews completed in 2025 alone, to ensure full compliance with federal rules that protect community living options.

**Streamlined Member Communications:** DMAS launched the Cardinal Care Correspondence Center, the first statewide system that centralizes Medicaid mail processing to improve accuracy and speed for member communication.

**Modernized Third-Party Liability Recovery:** A new Third Party Liability Lien Portal was implemented to automate case intake, track activity, and improve financial recoveries while reducing administrative work.

**Financial Operations Efficiency:** DMAS achieved a 95.4% prompt pay rate in fiscal year 2025, ensuring that healthcare providers were paid on time.



**Delivery on 2025 General Assembly Requirements:** DMAS carried out more than 100 legislative and budget-related directives in 2025, including regulatory changes, provider payment adjustments, contract updates, and formal reports.

**First Statewide Long-Term Services and Support Member Experience Survey:** DMAS collected feedback from Medicaid members receiving long term services and supports to identify opportunities for improving care and strengthening person centered services.

**DMAS received only 5 findings in the FY2024 Auditor of Public Accounts Audit** and DMAS addressed two of the 5 findings from the FY2024 Auditor of Public Accounts audit and is on target to receive less findings in the FY2025 audit.

**Strengthened Language and Disability Access:** A statewide Language and Disability Access Plan was implemented, offering translation services, large print documents, disability accommodations, and a public forum promoting plain language communication.

**Enhanced IT Security:** DMAS eliminated all overdue critical and high risk server vulnerabilities in 2025 by closely monitoring systems and addressing issues before deadlines.



**Implemented the Medicaid Enterprise System (MES) Change Control Board:** Established a governance structure to review and manage strategic IT updates across DMAS, improving coordination and transparency of technology initiatives.

**Agency-Wide Performance Management Training:** DMAS trained staff statewide on the new performance management system, PageUp, resulting by October 30, 2025 in 74% of self evaluations being submitted, 51% completed, and 36% submitted in PageUp.

**Expanded Digital and Social Media Engagement:** DMAS achieved a 92.6% website click through rate and a 31.6% increase in social media followers and hosted its first Facebook Live event to better inform the public about Medicaid programs.

For 2025, **DMAS' turnover rate is 6%**, which reflects a strong employee retention rate of 94%. These figures indicate that the organization has been largely successful in maintaining workforce stability and retaining experienced staff throughout the year.