

## Virginia Medicaid Hurricane Helene Recovery Summary

The Department of Medical Assistance Services (DMAS) in response to Hurricane Helene. DMAS, in collaboration with its Managed Care Organizations (MCOs) and community partners, is providing critical resources and services to affected members in Virginia. The plan includes the deployment of outreach teams, delivery of essential supplies, and coordination with local organizations to ensure the safety and well-being of members impacted by the hurricane.

There are a total of 77,732 Medicaid recipients resides in the localities impacted in the state of emergency.

### Managed Care Plan Member Response



**United Health Care**



**Anthem**

The Healthcare Plans continue to provide assistance with packing supplies, water, and needed items to local charities and organizations. In addition, but not limited to:

- Durable Medical Equipment extension of benefits.
- Extensions of authorizations (to include pharmacy) expiring in the month of October for an additional 30 days for Long Term Support and Behavioral Health services.
- Outreach information was sent to health plans as well as Transportation to assist callers experiencing a hardship completing the renewal or application process.
  - A special unit was stood up at Cover VA with select Customer Service Representatives available to provide direct support to individuals experiencing a hardship that covers: ***Needing a replacement Medicaid Card, Temporary address changes, an also protections in place for individuals to file an appeal due to loss coverage or denial of eligibility for a hardship exemption.***

- A broadcast with guidance is being drafted for local agencies with reminders for assisting individuals who may not be able to obtain certain documentation required for eligibility and circumstances for which policy allows accepting an individual's attestation
- Protections are in place for individuals who need to file an appeal due to a loss of coverage or a denial of eligibility allowing for a hardship exemption should the individual report a hardship and need to appeal an action outside of the normal 35-day allowable period. A hardship exemption is also in place for individuals who are unable to attend a scheduled appeal hearing.

DMAS will provide daily updates through Partner Points to ensure that all partners, including MCOs and local agencies, are aligned on the ongoing recovery efforts. These updates will include information on available resources, emergency services, and recovery timelines.