

Health Care Services (HCS) Division Weekly Report  
Report Period: 8/02/24-8/08/24**Unit Name: Compliance (CMP)****ACCOMPLISHMENTS***List accomplishments for team within reporting period. If None- N/A*

Unit	Accomplishments	Key Staff Involved
<b>Redacted - VFOIA Exempt</b>		
<b>CMP</b>	Reviewed and approved 3 subcontractor agreements.	Casey + Svetlana
<b>CMP</b>	Hosted the Quarterly Compliance Collaborative – including presentations by the Maternal Health and MCPA Teams.	Stephanie

**PROJECTS/TASKS***List current key project/tasks for team.*

Unit	Item Short Description	Key Deliverables	Status
<b>CMP</b>	Project: Deliverables Review	Summary of all contract renewal deliverables	Team is reviewing all deliverables related to contract signing or renewal to ensure all have been received and processed.
<b>CMP</b>	Project: State Medicaid Program Research	Prepared initial summary of other state Medicaid programs.	Team has completed initial research into ten state Medicaid programs. We have prepared a summary of the six programs with the most information available. We will perform a more in-depth analysis and comparison of the six states' contracts if that information would be useful to leadership.
<b>CMP</b>	Project: MCO Research Request Procedures	Develop standard procedures for receiving and processing MCO research requests.	We have followed up with the team re: next steps. There are still a number of items that will need to be finalized before we can approve research requests.

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**RECOMMENDATIONS/ISSUES/CONCERNS:***List Recommendations/Issues not listed above. If None- N/A*

Unit	Issues/Concerns	Recommendations
<b>CMP</b>	Office of Compliance	Begin discussing transition to new office of compliance and merger of existing processes.

**Unit Name: Dental (DEN)****ACCOMPLISHMENTS***List accomplishments for team within reporting period. If None- N/A*

Unit		
<b>DEN</b>	Touchpoint meeting with DBHDS to review their case management process and current case load. We also reviewed their slide deck presentation for the Department of Justice and what DentaQuest is doing to increase access for the I/DD population. We (DMAS/DBHDS) will include DentaQuest's recruitment efforts in the next DBHDS report to the DOJ	Justin Gist, Zachary Hairston, Susan Moon
<b>DEN</b>	Met with Allie for our biweekly meeting. Provided Allie with an update on what the dental team is currently working on and the forum that we have coming up on 8/29 (Southwest Virginia access forum). Allie recommended that I reach out to JoeMichael Fusco in pharmacy for insight on SW VA.	Allie Atkeson, Justin Gist
<b>DEN</b>	Met with Dr. Hairston and Sarah Holland to discuss the use cases for teledentistry and how Catalyst should filter inquiries regarding the program to DQ and DMAS.	Justin Gist, Zachary Hairston, Sarah Holland
<b>DEN</b>	Met with Dr. Naavaal to discuss the outstanding data that is due to VCU and a timeline to receive the data. We also discussed receiving claims data directly from DMAS (EDWS) as opposed to going through DentaQuest.	Justin Gist, Shilpa Naavaal
<b>DEN</b>	Met with DentaQuest's Quality Improvement Committee for the FY Q1 meeting. We discussed the following metrics:	DQ/DMAS Quality Committee

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	-Claims -C&G -Appeals -Provider Network -Utilization Management	
<b>DEN</b>	Met with Gary Schafer of OFFOR Health to discuss OR dental cases for Medicaid members. OFFOR Health provides in-office anesthesia services, making essential dental care more accessible and reducing the need for costly and logistically challenging hospital visits. They current operate in Illinois, Ohio, Kentucky, and Tennessee and spoke to us about the possibility of serving our Medicaid members.	Justin Gist, Dr. Hairston, Dan Plain, Gary Schafer
<b>DEN</b>	HCS/IC Joint CRC Meeting	Justin Gist, HCS/IC Compliance Committee

# Redacted - VFOIA Exempt

**PROJECTS/TASKS**

List current key project/tasks for team.

Unit	Item Short Description	Key Deliverables	Status
<b>DEN</b>	Network Adequacy project with Dr. Hairston and Jarek looking at specific strategies to increase the Medicaid network.	Pat's Report	In progress. Waiting on data from DentaQuest
<b>DEN</b>	VDA Concierge service	Ensuring that providers have access to Dr. Hairston in order to have claims issues resolved timely.	This has been completed. Providers are experiencing issues with the email address. Working with IT to course correct.

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<b>DEN</b>	Project with the DBHDS to credential their mobile unit so that they can be reimbursed for services rendered to Medicaid members	To increase the number of annual visits for our I/DD population.	New go-live date has been established (1/1/2025)
<b>DEN</b>	External facing dental dashboard to display on the DMAS website.	To ensure that we are remaining transparent with our members, providers and external stakeholders.	Waiting on additional data for DentaQuest

**RECOMMENDATIONS/ISSUES/CONCERNS:**

List Recommendations/Issues not listed above. If None- N/A

Unit	Issues/Concerns	Recommendations
<b>DEN</b>	N/A	N/A
<b>DEN</b>	N/A	N/A

**Unit Name:** Managed Care Program Administration (MCPA)

**ACCOMPLISHMENTS**

List accomplishments for team within reporting period. If None- N/A

Unit	Accomplishments	Key Staff Involved
<b>Redacted - VFOIA Exempt</b>		
<b>MCPA</b>	EQRO- Network Adequacy Validation Kick-off meetings with all MCOs.	Desiree, Shawn, Tameshia, Quantel, Chynita
<b>MCPA</b>	Attended MCO Outreach Call Attended the PRSS Operational Weekly Status	Tameshia, Quantel



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MCPA	Working on Live Birth Report training for EEU/HCS Collaborative Meeting.	Cheryl
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## PROJECTS/TASKS

List current key project/tasks for team.

Unit	Item Short Description	Key Deliverables	Status
MCPA	CCMC Daily Letters-Conduent	<ul style="list-style-type: none"> <li>Creating new daily letter drafts for CCMC implementation.</li> </ul>	<ul style="list-style-type: none"> <li><b>Phrase I CCMC Letter Implementation:</b></li> <li>6/7/24: Additional Language added to daily letters. All Daily letters have been completed and will be sent to ELT for review/approval. Letters include all regarded Federal/State language. <ul style="list-style-type: none"> <li>- An insert will be sent to specific LTSS members.</li> </ul> </li> <li>7/8/24: Feedback received from ELT.</li> <li>7/16/24: V2 Letters resubmitted to leadership for review and approval.</li> <li>8/8/24: The teams are in process of finalizing updates to the letter</li> </ul>
MCPA	CCMC Monthly Letters - Direct Mail Works (DMW)	<ul style="list-style-type: none"> <li>Letter Systems Changes Creating new monthly letter drafts for CCMC implementation.</li> </ul>	<ul style="list-style-type: none"> <li><b>Phrase II CCMC Letter Implementation-</b> Monthly letter drafts for combined assignment/Open Enrollment finalized.</li> <li><b>Special Mailing/Eclipse:</b> DMW provided cost estimate for review/approval for Special Mailing on 5/3. Pending approval</li> <li>7/8/2024: The Managed Care Team received feedback and the team is working on updates.</li> <li>7/16/24: V2 Letters resubmitted to leadership for review and approval.</li> <li>8/8/24: The teams are in process of finalizing updates to the letter.</li> </ul>

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MCPA	CCMC Newborn Enrollment	<ul style="list-style-type: none"> <li>• EEU/HCS Collaboration</li> <li>• Newborn Enrollment Compliance Process /Newborn Reconciliation</li> <li>• E213 Newbon Enrollment</li> </ul>	<ul style="list-style-type: none"> <li>• EEU/HCS Collaborative Meeting serves as a Platform for newborn issue/risk. Next meeting scheduled for 8/13.</li> </ul> <p><b>Redacted - VFOIA Exempt</b></p>
MCPA	EQRO/HSAG	<ul style="list-style-type: none"> <li>• (1) Maternity &amp; Child Focus Study</li> <li>• (2) Child Welfare Focus Study</li> <li>• (3) FAMISCAHPHS</li> <li>• (4) Prenatal Care Secret Shopper</li> <li>• (5) PCP Secret Shopper</li> <li>• (6) Performance Measure Validation Studies (PMV)</li> <li>• (7)Network Adequacy Validation (NAV)</li> </ul>	<p>(1) HSAG received feedback on outline and F1 will be submitted 8/8. HSAG met with DMAS regarding cardiovascular flags and will followup with DMAS.</p> <p>(2) HSAG submitted final methodology and is awaiting final report to be sent 8/5 to DMAS after feedback reviewed on D1-outline.</p> <p><b>Redacted - VFOIA Exempt</b></p> <p>(4) No new updates. On hold.</p> <p>(5) No new updates. On hold</p> <p>(6) Kick off call with DMAS done. HSAG will be sending docs to DMAS. DMAS sent availability for a meeting with HSAG.</p> <p>(7) No updates as of 08/07.</p>
MCPA	Provider Terminations & Provider Agreements	<ul style="list-style-type: none"> <li>• Provider Terminations</li> <li>• Provider Agreement Template</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Currently: (2) active provider termination for Anthem. (1) active provider termination for Sentara</b></li> <li>• <b>Active Provider Agreements - (3)</b> - Standard agreements from Molina</li> </ul>
MCPA	Appeals	<ul style="list-style-type: none"> <li>• Weekly Appeals Extensions Received.</li> <li>• Weekly MCO Appeals Exemptions processed.</li> <li>• Weekly MCO Member Appeal preassignment codes changed and closed. <ul style="list-style-type: none"> <li>• Quarterly Appeals Review</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• (7) Total appeals extensions were requested from MCOs and processed.</li> <li>• (62) Total appeals exemptions removed from members cases.</li> <li>• (44) Total appeals case exemptions changed for members and CTS cases closed this week. <ol style="list-style-type: none"> <li>1. Collaborative meeting held with IC to review MCO Appeals templates for compliance measures.</li> </ol> </li> </ul>

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**RECOMMENDATIONS/ISSUES/CONCERNS:***List Recommendations/Issues not listed above. If None- N/A*

Unit	Issues/Concerns	Recommendations
<b>MCPA</b>	<ul style="list-style-type: none"> <li>• CCMC Daily Letters – Conduent: Timely approval for all completed drafts to give Conduent enough time to start mailing letters timely for CCMC.</li> </ul>	<ul style="list-style-type: none"> <li>• Quick review/approval of completed letter drafts so letters can be translated.</li> </ul>
<b>MCPA</b>	<ul style="list-style-type: none"> <li>• CCMC Monthly Letters-DMW: Timely review and approval for completed drafts to give DMW prior to the start of testing.</li> <li>• Ensure DMW has adequate time to mail any Special mailings along with normal monthly Mailings.</li> </ul>	<ul style="list-style-type: none"> <li>• Quick review/approval of monthly assignment letters prior to testing.</li> </ul>

**Unit Name: Maternal Child Health (MCH)****ACCOMPLISHMENTS***List accomplishments for team within reporting period. If None- N/A*

Unit	Accomplishments	Key Staff Involved
<b>MCH</b>	134 doulas enrolled in Medicaid	Natasha Turner
<b>MCH</b>	Presented brief overview of EPSDT to MCO Compliance Workgroup	Kimberli Myrick
<b>MCH</b>	Submitted detailed content for HSAG to include in the next Child Welfare Focus Study report; list of initiatives and policy changes, and actions taken in response to last year's recommendations for the	Christine Minnick
<b>MCH</b>	Submitted draft of Aug BabySteps newsletter to Rebecca for review	Maryssa Sadler, Natasha Turner
<b>MCH</b>	Submitted for review slide presentation for upcoming BabyCare health district provider meeting	Maryssa Sadler

**PROJECTS/TASKS***List current key project/tasks for team.*

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Unit	Item Short Description	Key Deliverables	Status
MCH	Revised CCTM specifications for 2.0	Recommended changes for 2.0 CCTM to support agency priorities	Ready to implement maternal health-related changes with 60 days notice to plans.
MCH	Revised Contract language	Recommended changes for 2.0 Contract to support agency priorities	In progress
MCH	Implementation of Foster Care Specialty Plan (FCSP)	Executed Work Plan to include communications, systems changes	1115 demonstration (FFCY receiving FC in another state now in VA) report to CMS in PEAK now.
MCH	Manual updates for currency	BabyCare, EPSDT, EI and creation of Doula Provider Supplement	BabyCare returned with edits from Adrienne. Natasha to work with Allie A on doula providersupplement, provided feedback back to Emily re EPSDT manuals.

**Redacted - VFOIA Exempt**

MCH	Process improvement for reviewing MCO deliverables, other data for each area	Revisions to existing SOP Template for routine reporting results on key measures to leadership	Request to plans re: EPSDT secondary review policies went out this week.
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**Redacted - VFOIA Exempt**

MCH	Assisting Director Roberts w maternal health initiatives including	HHS maternal health newsletter, maternal health-related updates for DMAS website, developing template language to provide MCOs on special maternal health topics	Items or tasks that MCH unit will continue work on include: Revisions to the member section of website, creation of an insert to accompany the New Mom Letter. The insert will describe resources available to pregnant and PP members. Comparison chart is still under construction. Also, a resource page has been drafted.
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**RECOMMENDATIONS/ISSUES/CONCERNS:**

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Unit	Issues/Concerns	Recommendations



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Unit	Accomplishments	Key Staff Involved
<b>MPS</b>	354 Total CTS Cases Closed during: 08/01/24-08/07/24. <b>Summary:</b> <b>Appeals-</b> 138, <b>E&amp;E-</b> 33, <b>Good Cause-</b> 105, <b>Marketing-</b> 16 , <b>Midwife-</b> 4, <b>Other-</b> 58	MPS Team
<b>MPS</b>	BAC LC Get to Know you Meeting Held	Estelle K. and Tekeila C.
<b>MPS</b>	Proposal meeting to Modify MCO segment status in MMIS	MPS Team, IC
<b>MPS</b>	MCO Kickoff Meeting outreach to SMEs informing breakout session needs email sent Tuesday.	MPS Team

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<b>MPS</b>	Partnership for Petersburg	Estelle Kendall is continuing to collaborate with DMAS staff and MCOs to provide programs for members in Petersburg.	In progress.
<b>MPS</b>	Cardinal Care Managed Care Enhanced Benefit Chart	Team has agreed on an updated comp chart design that is vibrant and eye catching. Design for Comp Chart focuses on member choice TAG LINE: your healthcare, your choice Team voting on use of QR code.	In progress
<b>MPS</b>	MCO Education and Training Kickoff	<ul style="list-style-type: none"> <li>Team has refocused on goals: <ul style="list-style-type: none"> <li>Kickoff meeting</li> <li>Initial breakout session</li> <li>implementation</li> </ul> </li> <li>Email sent to list of SMES for breakout session.</li> </ul>	In progress.
<b>MPS</b>	Conduent Recon	Conduent working on getting DMAS access to Maven tracking system.	In progress
<b>MPS</b>	Audit creation	MPS Team is currently working on creating an internal quality assurance process. Working on biweekly audit and monthly audits.	In progress

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Unit	Issues/Concerns	Recommendations

**Unit Name: Policy & Research (POL)****ACCOMPLISHMENTS***List accomplishments for team within reporting period. If None- N/A*

Unit	Accomplishments	Key Staff Involved
<b>POL</b>	Scott and Jessica completed the trainings necessary for completion of EWPs	Scott and Jessica
<b>POL</b>	NAMD Federal Regulations Update Call	Jessica MacKenzie

**PROJECTS/TASKS***List current key project/tasks for team.*

Unit	Item Short Description	Key Deliverables	Status
<b>POL</b>	PRTF Carve Out	Developing policies and procedures for MCOs	Still determining what services should be carved in and out of the MCOs Key Issue will be developing a compliance regime around this carve out as well as developing a rationale for paying capitation payments to the MCO even though the PRTF per diem will not be their responsibility
<b>POL</b>	Cardinal Implementation	Developed work teams for implementation and start up	Scott and Jessica will be assigned as team members to the contract modification workgroup
<b>POL</b>	Inaccurate payment to Tribal Clinics	DMAS staff have figured out how correct payment should be made DMAS staff have determined that the Tribal Clinics should become FQHCs	DMAS staff will be reaching out to the Tribal Clinics soon

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<b>POL</b>	MCO Retroactive Assignment	The policy team, Karla and Estelle as well as Elizabeth Smith and Sarah Cariano attended a meeting to discuss a formal process along with Criteria for retro assigning members to MCOs	It was determined that there were no Federal or State regulation, law or policy for retro assigning members to managed care. HCS has decided to develop a formal policy with criteria and send it to management for approval.

**RECOMMENDATIONS/ISSUES/CONCERNS:***List Recommendations/Issues not listed above. If None- N/A*

Unit	Issues/Concerns	Recommendations
<b>POL</b>		

**Unit Name: Systems & Reporting (SRU)****ACCOMPLISHMENTS**

Unit	Accomplishments	Key Staff Involved
<b>Redacted - VFOIA Exempt</b>		
<b>SRU</b>	Systems Team meeting to review current activities	Doug Hartman, Rama Kulkarni, Janie Horne, Angie Williams, Aphrodite Bissi
<b>SRU</b>	SRU Systems team met to gather requirements for new CCMC systems issue tracker to be developed in Oracle APEX	Doug Hartman, Aphrodite Bissi, SRU Systems team
<b>SRU</b>	Attended CCMC Procurement Weekly Meeting	Doug Hartman, Angie Williams, Aphrodite Bissi
<b>SRU</b>	Attend Weekly EBOW Meeting	Doug Hartman, Aphrodite
<b>SRU</b>	Cardinal Network Reporting Workgroup	Doug Hartman, Aphrodite Bissi
<b>SRU</b>	Met with business owners to discuss proposal for MCO benefit	Doug Hartman, Aphrodite Bissi, SRU Systems Team
<b>SRU</b>	Responded to United 820 inquiry	Doug Hartman
<b>SRU</b>	Research on maternity kick payments is ongoing	Doug Hartman, Rama Kulkarni
<b>Redacted - VFOIA Exempt</b>		

SRU Systems Team = Om Adhikari, Janie Horne, Rama Kulkarni, Angie Williams

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**PROJECTS/TASKS**

Unit	Item Short Description	Key Deliverables	Status
SRU	Release 103	System Changes for August 2024 Implementation	On hold.
SRU	Cardinal Care Reporting	CCMC Technical Manual, FCSP Technical Manual	In progress.
SRU	CCMC Enrollment Broker System Changes	System Changes for August 2024 Implementation	On hold.
SRU	CCMC Mailing Vendor System Changes	System Changes for August 2024 Implementation	On hold.
SRU	EPS Changes for CCMC	Consolidated CCMC business rules, test plan, encounters technical manual	In progress. Weekly meetings.
SRU	CCMC Provider Networks Validation	Validated provider network data for ODA	On hold pending direction from Networks team.
SRU	Encounter Provider Edits for Cures Act Compliance	Implementation of provider edits to ensure MCO compliance with Cures Act requirements	On hold pending direction from management / SMEs.

## Redacted - VFOIA Exempt

SRU	Modifications to Flash report	Inclusion of Medicaid Expansion enrollment in monthly Flash report	In progress scheduled for completion in April
SRU	Migration of EPS Datasets to EDWS	Elimination of EPS datasets on SAS server	Waiting for HAD follow-up.
Unit	Item Short Description	Key Deliverables	Status

**RECOMMENDATIONS/ISSUES/CONCERNS:**

Unit	Issues/Concerns	Recommendations
SRU	N/A	