



Virginia Department of Social Services

people helping people

Public Assistance Case Processing in the Virginia Case Management System

Senate Finance Committee
Health and Human Resources Subcommittee

October 25, 2016

Margaret Ross Schultze
Commissioner

- In December 2012, the Department of Social Services (DSS) entered into a contract with Deloitte Consulting.
- Medicaid was chosen to go first to meet the federal requirements of the Patient Protection and Affordable Care Act.
- This effort became the Department's #1 priority and is known as the Eligibility System Modernization Project (ESM).
- The new automated system is called the Virginia Case Management system, or VaCMS.



- The Eligibility System (ESM) Modernization Project replaces the current legacy eligibility system Application Benefit Delivery Automation Project (ADAPT). The ESM project includes three sub-components:
 - MAGI (Modified Adjusted Gross Income)
 - Conversion
 - Migration
- The ESM project is primarily funded with enhanced federal funding (90/10) made available under the ACA.



- Additional functionality within the VaCMS includes:
 - document management and imaging system;
 - claims tracking and appeals functionality; and
 - pilot of SNAP functionality



- The MAGI component included system functionality to allow Medicaid customers to file applications via mail, phone, web, fax, or in person.
- New rules for household income, eligibility determination and household composition are also part of MAGI.
- The primary source of determining MAGI eligibility is through the federal Data hub.



- MAGI was implemented on October 1, 2013.
- During first year of operation, LDSS received an 55% increase in Medicaid applications statewide.
- In 2015, changes were made to the online and telephonic Medicaid application processes within VaCMS to meet CMS mandates. This is known as the “streamlined application flow.”
- To date, MAGI Medicaid is fully implemented, certified by the Center for Medicare and Medicaid Services (CMS), and VaCMS has been used to process over 900,000 applications since its inception.



- The Conversion project included the conversion of the ongoing Medicaid-related cases from the ADAPT and DMAS legacy systems into the new VaCMS.
- The conversion component began April 2014 and was completed in October 2014.

- The Migration component began with automated rules for the ABD and LTC components of Medicaid.
- Also includes functionality for statewide implementation of SNAP, TANF, LIHEAP, Appeals and Fraud.
- Migration also focused on the FNS-required Pilot for SNAP, which ran from April 2016 through September 2016.



- On September 30, 2016, FNS approved going statewide with VaCMS for SNAP.
- All functionality will be in VaCMS by December 2016; ADAPT will be decommissioned.

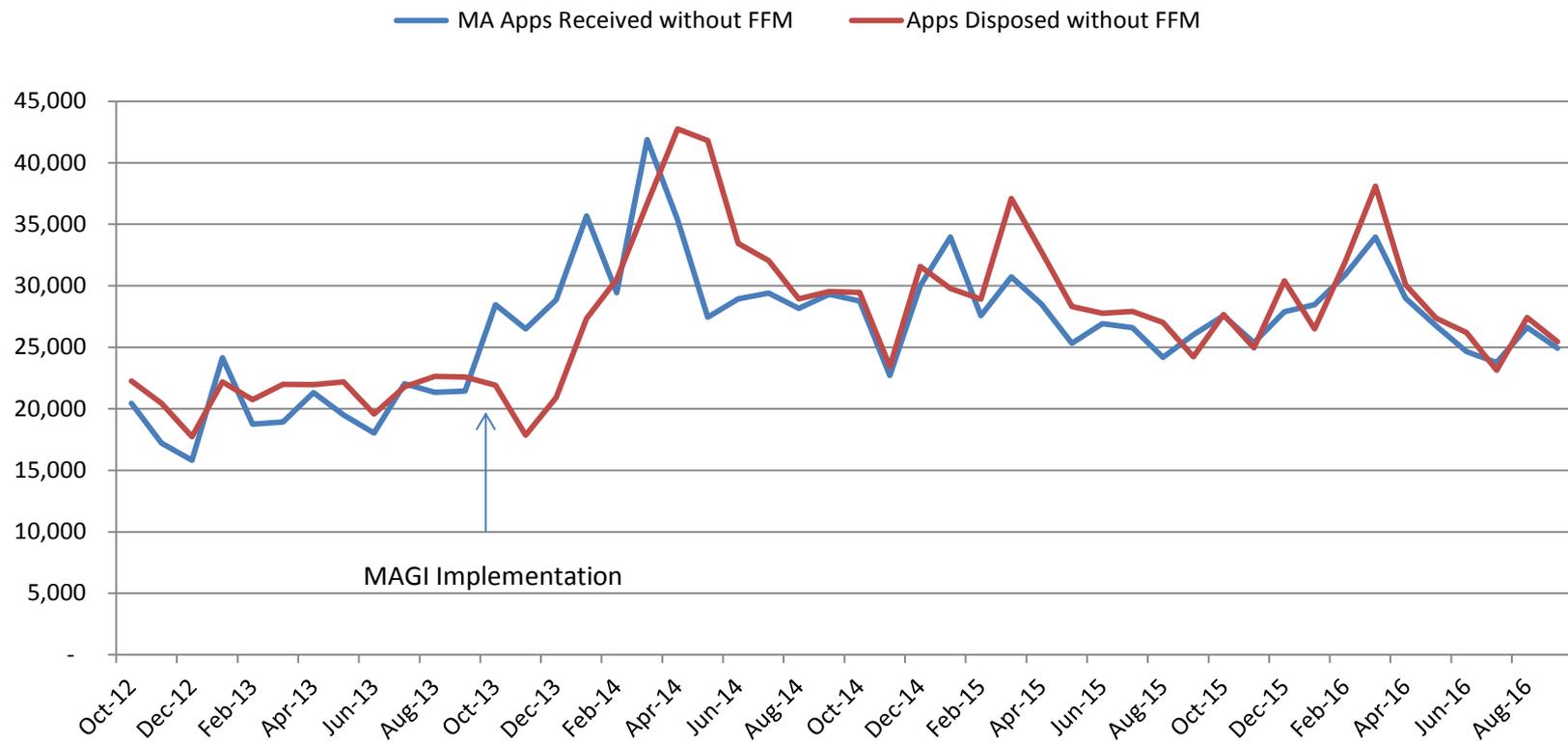


- FNS requires that SNAP undergo extensive user testing and a period of “pilot” before going statewide. All stages must be approved by FNS.
- With FNS approval, the pilot period began with 10 LDSS in April 2016. Pilot localities are:

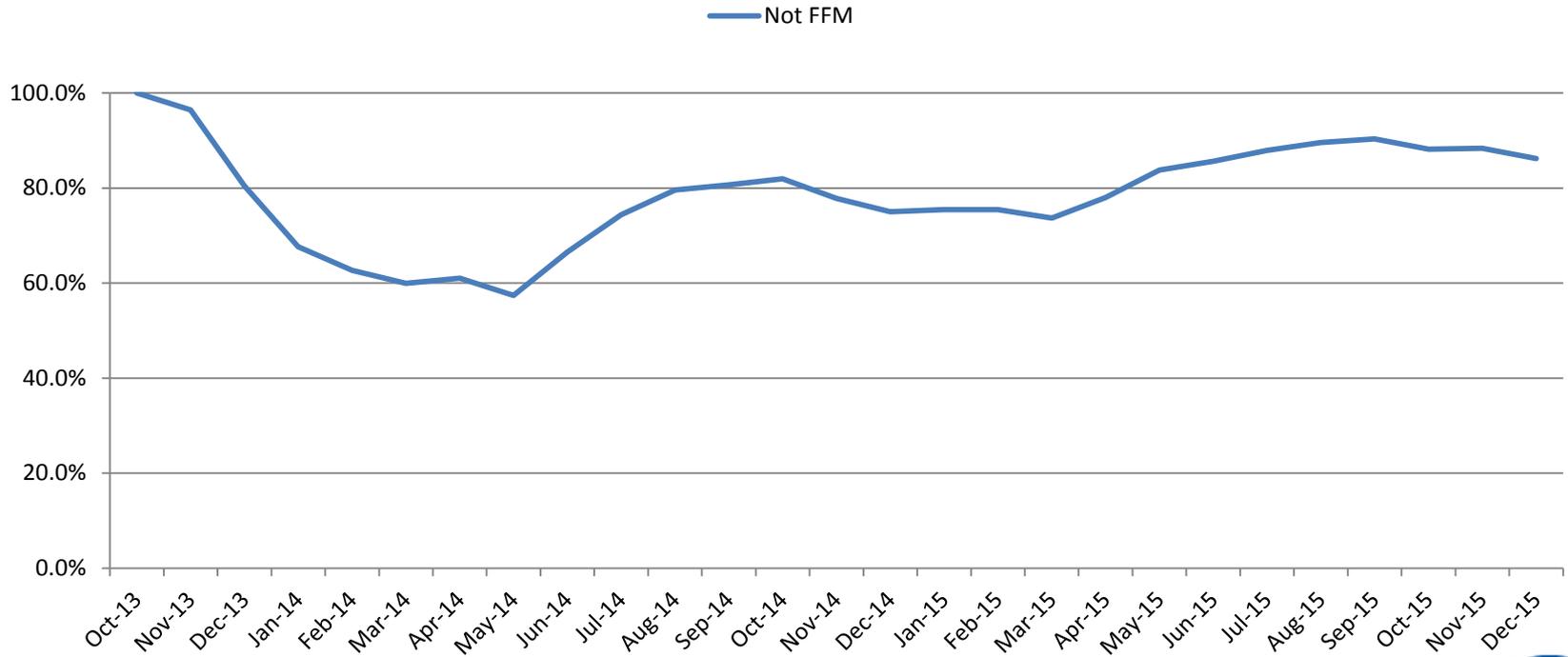
Albemarle	Charlottesville
Bedford	Lynchburg
Halifax	Roanoke City
Roanoke County	Pittsylvania
Danville	Henry/Martinsville



Monthly Medicaid-FAMIS Applications Received and Disposed (without FFM)



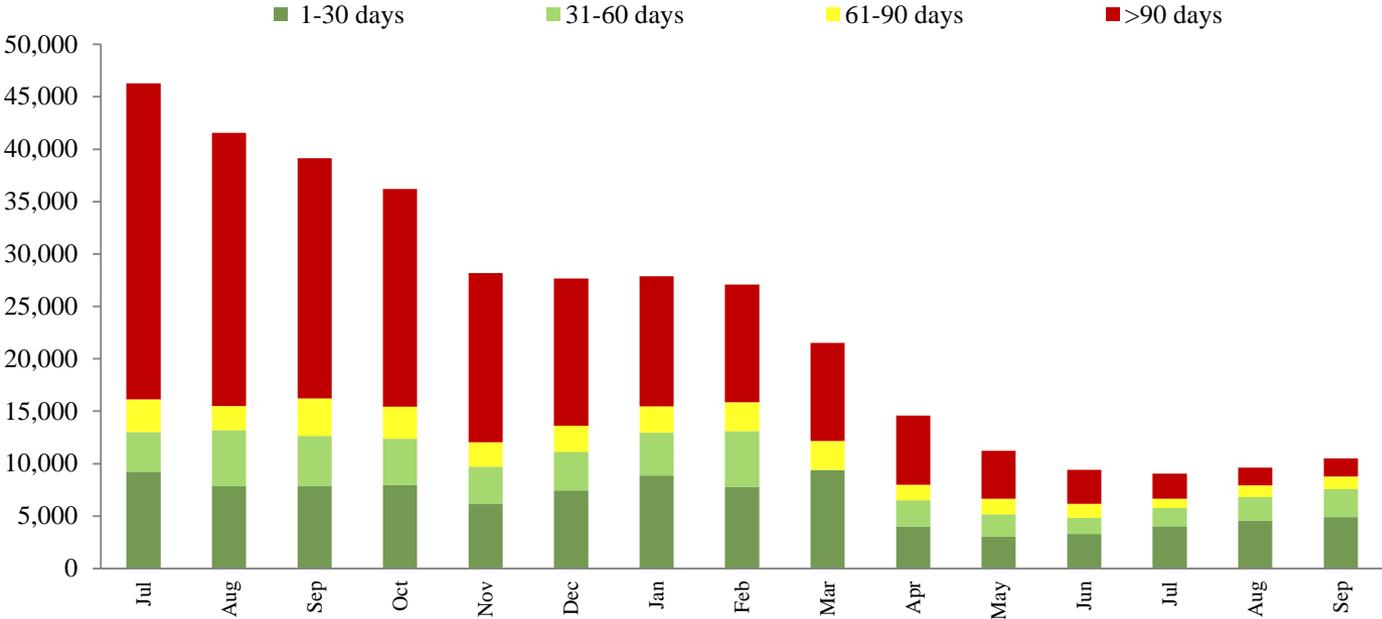
Percent of Medicaid Applications Processed in 45 Days or Less



Timely Processing <=45 days



Overdue MA Case Renewals (2015-2016)



Funding Sources

14

Federal Fund	Component	%	General Fund	%	Total
\$39,928,613	Admin Totals	81.20%	\$9,002,423	18.80%	\$47,931,036
\$7,633,539	Software/Licenses	7.60%	\$2,413,867	24.00%	\$10,047,406
\$93,693,061	Contract Costs	79.80%	\$23,760,721	20.20%	\$117,453,782
\$141,255,213	Project Total	79.90%	\$35,177,012	20.10%	\$175,432,225



