"Tending to the Garden of Eligibility Enrollment"

Presenters: Niani Heath, VDSS & Rita DeVaughn, DMAS Spring 2024 BPRO Conference, Williamsburg, VA

AGENDA

- MES & VAMMIS 101
- Common Error Messages
- Addressing Failure Reasons
- Coverage Correction Process
- Questions



Slide 2

CY(0 Newborn and Member Enrollment Unit

Chandler, Yolanda (DMAS), 2023-09-07T02:42:29.094

MES/MMIS

- Medicaid Enterprise System (MES) is the enterprise platform
- Virginia Medicaid Management Information System (VaMMIS or MMIS) is the subsystem and primary MES tool.
- The computer system that holds Medical Assistance (Medicaid) data and processes their claims
- MMIS interfaces with VaCMS and DSS has direct access to MMIS through MES
- Members in all programs are enrolled in MMIS
- Information automatically passes through a buffer to MMIS when a case is approved in VaCMS
- The transfer or "bridge" of enrollment information is unidirectional-information is not transferred from MMIS to VaCMS.
- Changes to MMIS cases should be made in VaCMS.



CY(0

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Slide 3

An important flag here may be the work on 360 Communication which will change this Chandler, Yolanda (DMAS), 2023-09-07T02:48:22.324 **CY(0**

CY(1

Please clarify Chandler, Yolanda (DMAS), 2023-09-07T02:48:53.847

Continued

- Eligibility and enrollment cut-off is the 16th of each month
- This is the last day on which a Benefit Programs Specialist can close a period of ongoing coverage for a recipient.
- The system is available Monday thru Friday 6:15 a.m. until 9:00 p.m.
- The recipient helpline number is 804-786-6145. Billing questions, covered services etc.
- The provider helpline number is 804-786-6273.



General Case Guidelines & Information

- The individual who is named as the case name or the case head owns the MMIS case number. This is typically the person who filed the application.
- A member should have only one assigned Member ID Number
- Member ID numbers can be moved from one MMIS base case number to another.
- 975 prefixed base case number/member ID numbers
 - a. Were created by DMAS (LTSS screenings)
 - b. Can be used for any subsequent enrollments



Slide 5

CY(0 who is Chandler, Yolanda (DMAS), 2023-09-07T02:50:11.282

Continued

• Permanent Member ID means the ID the Member will continue to use

CY(0

- Associated Member ID means a closed ID number that can no longer be used
- Inquiry Steps
- From the Virginia Medicaid Main Menu
 - Select Member
 - On the Member Subsystem Menu, select Enrollment
 - On the Enrollment Menu, enter either the individual's firscr(1) d last name or SSN or the last name only
 - Transmit using the Enter button



• Review matches or "hits"



Slide 6

- **CY(0** Suggest showing what this looks like in MMIS or explaining when these are used. Chandler, Yolanda (DMAS), 2023-09-07T02:51:30.505
- CY(1 first Chandler, Yolanda (DMAS), 2023-09-07T02:52:36.093
- **CY(2** Suggest simply stating, press enter. I believe the intention is enter on keyboard or enter in system. Chandler, Yolanda (DMAS), 2023-09-07T02:54:17.839

Case Data Inquiry

MMIS															
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Member Prov	vider Reference	Claims	Financial	Service Auth	Automated I	Mailing	SURS	MARS	EPSDT	MICC	TPL	Assessment	Drugs	Reports	
Screen ID: RS-S- Trans ID: VE10 Program ID: RST0	⁰¹⁰ VIRGI 50VA CASE	NIA MEC Data - In	DICAID QUIRY									Dat Tim	te: 09/01/20 te: 16:01	23	
Case ID: 975-0 Last Name ⁻ Address)10998-809 E			ADAPT ID: First Name:				VaCN Middle I	AS ID: 1266 nitial:	97871		Comme Sut	nts: N ffix:		
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Caseworker: A000	0			Case FIPS: 760)			FIPS End	Rsn:			FIPS D	ate: 12 09 2	022	
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O View Prev	vious FIPS	○ View	Previous Zi	p Codes											
Attach Membe	r ID to Case Enter I	<mark>)</mark> :			Relationship:										
Case Member	rs and Relationsh	ip to Cas	e Head:												
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0	975-0109	98-817	00												



Member Demographic Inquiry

Member	Provider	Reference	Claims	Financial	Service Auth	Automa	ated Mailing	SURS	MARS	EPSDT	MICC	TPL	Assessment	Drugs	Reports					
Screen I Trans I Program I	ID: RS-S-018 ID: VE18 ID: RST010VA			VIR Member (GINIA MEDI DEMOGRAPHI	CAID CS - ING	UIRY													
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Member / City:	Address: RICH	MOND St	ate: VA Z	'ip Code: 23228	i.															
Suppress	ID Card: N				C	Card Date)8/31/2023)	R	eissue I	Reason			Sequ 01	ience #		Can	d Type		Request #: 0	



Bendex Data Inquiry

MMIS	5													
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Member ID:	9750109988	:17		Medicare #:		5PP3GU1QD01		Name:						
SSN: SSA Cit Sta	it: A	SSN Sta	at: V	SSA Claim #: Cit Stat Date:		08/31/2023								
Medicare	Premium	Processing												
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Eligibility Data Inquiry

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Member Benefits Inquiry

MMIS	3														
														<u>Help</u>	Print L
Member	Provider	Reference	Claims	Financial	Service Auth	Automated	Mailing	SURS	MARS	EPSDT	MICC	TPL	Assessme	nt Drugs	Repor
Screen ID: Trans ID: Program ID:	RS-S-011 VE11 RST011VA		IIA MED R BENEF	ICAID	IRY								Dat Tim	e: 09/01/2023 e: 16:09	
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01-01-0100			MEDICA	AID FF	0000000000	05/01/2023	12 31 9999	DF		000		A		08/31/2023	
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01-01-0400			MED CO	0 & DE	000000000	05/01/2023	12 31 9999	00		000		А		08/31/2023	
													Scrol	I Up Scro	oll Down



MCO List

Provider	MCO Name	Program	Pnone
0047003170	Aetna Better Health (Coventry)	Medallion	800-279-1878
0047003253	Anthem HKP	Medallion	800-901-0020
1790768380	InTotal Health	Medallion	800-454-3730
			24 hour:
			800-600-4441
1730254681	Kaiser (start 05/01/13)	Medallion	301-816-6109
0047000820	Optima	Medallion	800-881-2166
0047001042	Virginia Premier	Medallion	800-727-7536
0047000663	Anthem Priority (termed 11/30/14)	Medallion	800-901-0020
0047000747	Anthem Peninsula (termed 11/30/14)	Medallion	800-901-0020
1578841060	MajestaCare (termed 11/30/14)	Medallion	866-996-9140
0562425543	Aetna Better Health	Medallion 4	800-279-1878
0562425972	HealthKeepers, Inc (Anthem)	Medallion 4	800-901-0020
0575325995	Magellan	Medallion 4	800-424-4518
0562427754	Optima Health Plan	Medallion 4	800-881-2166
0575326118	UnitedHealthCare	Medallion 4	844-752-9434
0562425717	Virginia Premier Health Plan, Inc	Medallion 4	800-727-7536
0247726596	Aetna Better Health	CCC Plus	855-652-8249
0247726836	Anthem HealthKeepers	CCC Plus	855-817-5788
0247725432	Magellan Complete Care	CCC Plus	800-424-4524
0247719971	Optima Health Plan	CCC Plus	844-512-3172
0247725788	United HealthCare	CCC Plus	877-843-4366
0247726240	Virginia Premier	CCC Plus	877-719-7358
0173030070	Humana (termed 12/31/17)	CCC	855-280-4002
0173024859	Virginia Premier (termed 12/31/17)	CCC	804-819-5151
0173025666	Anthem Healthkeepers (termed	CCC	855-817-5788



MMIS User Guide Screen Codes

				Handout 4-D Page 1 of 2
		Demograp	hic Screen Codes	
0				
REL	ATIONSHIP CODES	RACE		SEX
00	Self	1 White		F Female
01	Spouse	2 Black/		M Male
02	Child	African Am	erican	U Unknown
03	Grandchild	3 American li	ndian/	
04	Stepchild	Alaskan Na	tive	
05	Parent	4 Oriental/As	ian	COUNTRY
06	Grandparent	5 Spanish/Ar	nerican or	US United States
07	Stepparent	Hispanic		See Code Table
08	Brother/Sister	6 Native Haw	aiian or	
	(sibling)	Other Pacif	ic Islander	
09	Step-sibling	7 Asian & Wi	nite	
10	Sibling in-law	8 Black/Africa	an American & White	MARITAL STATUS
11	Aunt/Uncle	9 Unknown		D Divorced
12	Niece/Nephew	A Asian & Bla	ck/African American	I Single
13	First Cousin	B Other		M Married
14	First Cousin,			S Separated
	once removed	PRIMARY LAN	GUAGE	U Unreported
15	Other Relative	Note: o	lefaults to "1"	W Widowed
16	Foster Child	A Somali	1 English	
17	Alien Sponsor	B Kurdish	2 Spanish	
18	Other—	C Arabic	3 Cambodian	
	Not Related	F French	4 Vietnamese	
99	Unknown	G German	5 Farsi	MOTHER ID
		J Japanese	6 Haitian-Creole	Enter ID number of the
		O Other	7 Laotian	mother of the member
			8 Chinese	254
			9 Korean	

Note: Member's relationship is to the Head-of-Household or Case head

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Citizenship Codes

Handout 4-D Page 2 of 2

CITIZENSHIP

- A Undocumented/Illegal Alien or Legal Alien eligible for Emergency Services only
- C U.S. Citizen
- D Undocumented/Illegal Alien or Legal Alien eligible for Dialysis Services only
- E Entrant
- I Grandfathered Alien
- N Naturalized U.S. Citizen
- P Full-benefited Qualified Alien
- R Refugee
- V Visitor, Temporary VISA



What can the BPS do in MMIS?

- Conduct Inquiries
- Add Comments (authorized representative)
- Verify Medicare information Bendex tab
- Update/Edit Member demographics screen
 - Citizenship, Identity, SSN and address (all HH members)
- Check MCO information for recipient
- Access Help Feature



360 Communication VaCMS and MES

- 360 Communication reports are available that reflect information captured as a result of the exchange of information between MMIS and VaCMS. (October 2021 VaCMS Readiness Call CR-654)
- The new reports are:
- RP-208A MMIS-VaCMcro/IA Status Exception Report
 - **RP-208B MMIS-VaCMS Missing Client Exception Report**
 - **RP-208C MMIS-VaCMS Case Address Exception Report**
 - **RP-208D MMIS-VaCMS Demographics Exception Report**
 - RP-208E- MA VaCMS Prior Eligibility Begin Exception Report
 - **RP-208G MA Aid Category Exception Report**
 - **RP-208H MMIS-VaCMS Workers FIPs Exception Report**
 - **RP-208I MMIS-VaCMS Client Address Exception Report**
 - **RP-209 TPL Exception Report**
 - **RP-210 Daily Failed MMIS Enrollment Report Local Worker**



Slide 16

CY(0 Will speaking points include expectations for these reports? Chandler, Yolanda (DMAS), 2023-09-07T02:57:15.340

Common Failure Reasons in VaCMS



Possible Duplicate Found

- Check Spider and or MMIS
- DMAS will complete the cru duplicate review
- BPS needs to resend the transaction failure in VaCMS
- Perform the MMIS look up
- Transmit and Enter

Frror Code	Description	Possible Resolutions
5644	POSSIBLE DUPLICATE FOUND ON FILE. USE ESTABLISHED MMIS PROCEDURES TO REQUEST DMAS REVIEW.	Please clear any duplicate issues in the MMIS.For detailed instructions, please see the MMIS Users Guide for DSS online at DMAS website at: http://dmasva.dmas.virginia.gov/Content_pgs/dss- elgb_enrl.aspx.When duplicate issues have been resolved, update MMIS and/or VaCMS with the correct information. To update VaCMS, correct the Case and Enrollee information on the Match MMIS Case/Enrollee ID screen.



Slide 18

- CY(0 SPIDeR Chandler, Yolanda (DMAS), 2023-09-07T02:57:36.814
- **CY(1** The review must first be requested in MMIS. Then DMAS will complete. Chandler, Yolanda (DMAS), 2023-09-07T02:58:56.862

Mother ID no eligibility on DOB; Enter a valid Mother ID

- MMIS does not accept transactions for deemed newborn clients if client's mother was not eligible for Medicaid during the birth of client. If you are sure the child is not a deemed newborn then follow below steps to correct and resend the transaction for the child:
- 1. Navigate to the Client Demographics using the Left Navigation. Deselect Deemed Newborn for the Citizenship Verification.
- 2. Update the Citizenship Verification field to something other than Deemed Newborn
- 3. Re-run eligibility and resend MMIS transactions.

ENTER A VALID MOTH	ER ID	
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5696

Please use the MMIS User Guide and VaCMS Online Help to get more details to help resolve this issue.



Case ID not on file

- Prior to enrolling a member into MMIS, perform system searches to determine if individual is already known to MMIS.
- If the individual is found, determine if this is the MMIS Case ID that should be used as case name in the VaCMS.
- If a new number is needed, assignment can be completed under MMIS lookup process in VaCMS

MMIS Trans	action Resend Screen 🤊 🔳	
Please corre the MMIS Tr Please Click	ect the required data using Left Na ansactions. (III) for MMIS User Guide	vigation and then return to MMIS Individual Details screen to resend
Error Code	Description	Possible Resolutions
3351	CASE ID NOT ON FILE.	 Prior to enrolling a member into MMIS, perform system searches to determine if individual is already known to MMIS. If the individual is found, determine if this is the MMIS Case ID that should be used as case name in the VaCMS. If a legacy number exists in ADAPT, ensure that the ADAPT legacy number exists in MMIS with a matching Case First and Last Name. If the ADAPT legacy number does not exist in MMIS, create a new MMIS Case ID in the VaCMS.



Enter Valid Permanent Enrollee ID

- This error occurs when changes are sent for a client whose MMIS enrollment failed.
- Check the original failure reason
- Check to see if the client is present in MMIS. If not, resend the enrollment transaction before sending any changes for this client to MMIS.

Frror Code	Description	Possible Resolutions
3122	ENTER A VALID PERMANENT ENROLLEE ID.	This error occurs when changes are sent for a client whose MMIS enrollment failed. Check to see if the client is present in MMIS. If not, resend the enrollment transaction before sending any changes for this client to MMIS. Okay.



Invalid Aid Category/Citizenship Code Combination

- Occurs when a previous enrollment for limited coverage was enrolled
- The worker is attempting to move the case to full coverage but the previous citizenship status is reflected in MES; (A)
- Worker will need to go into MES and update the citizenship status to (P).
- Go back to VaCMS and rerun the transaction

MMIS Transac	ction Resend S	creen						
MMIS Trans	saction Rese	nd Screen 🥐						
Please corre the MMIS T Please Click	ect the require ransactions. () for MMIS	ed data using L User Guide	eft Navigation a	nd then return to	MMIS Individual	l Details screen	to resend	
Error Code	Description	n		Poss	ible Resolutions			
3396	INVALID AI COMBINAT	D CATEGORY/CIT ION.	FIZENSHIP CODE	Please get mo	use the MMIS User C re details to help reso	Guide and VaCMS C lve this issue.	Online Help to	
Screen ID: RS-S-018 Trans ID: VE18	VIR		D				Date: 07/12/20: Time: 10:57	21
Screen ID: RS-S-018 Trans ID: VE18 Program ID: RST010VA Member ID: 2 Case ID: 4 Aid Category: CMM Restriction Period:	VIR MEMBER D 354-677222-014 354-677222-006 A 005 E	GINIA MEDICAI DEMOGRAPHICS - DAPT ID: Senefit Plan: FAMIS FFS	D INQUIRY Last Name: Va More BP: N Excej CMM Restriction	CORTES CONCEP CMS ID: 2125915163 otion Indicator: Status:	CION First Name: Caseworker Absent Parent: N	: JACQUELINE r: M2044 HIPP:	Date: 07/12/20; Time: 10:57 MI Case FIPS: 810 HIPP Status:	21 : Suffix: Comments: N TPL: N
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Screen ID: RS-S-018 Trans ID: VE18 Program ID: RST010VA Member ID: Aid Category: CMM Restriction Period: Relationship to Case Hea CIT Status: Same as Case Address Phone: Race: Member Address: 2200 S City: VIRCIM	VIR MEMBER D 354-677222-014 354-677222-006 05 4: 00 P C C C Y Samu Disal 1 TOWE ROAD	GINIA MEDICAI DEMOGRAPHICS - DAPT ID: Benefit Plan: FAMIS FFS Iden as Case FIPS: Y billty Code: Zip Code: 23457	D INQUIRY Last Name: Va More BP: N Excey CMM Restriction 3: 11 09 1996 SSN: Cit / ID Date Mem FIPS: Disability O Ethnicity:	CORTES CONCEF CMS ID: 2125915163 Ition Indicator: Status: 000 11 0996 : 810 EDD: 0 neet Date:	CION First Name: Caseworke Absent Parent: N 9 18 2021 SSA Cit Ind: 9 18 2021 Special Ind:	: JACQUELINE r: M2044 HIPP: Martal Status: U Country; Vet/Dep Ind:	Date: 07/12/20 Time: 10:57 MI Case FIPS: 810 HIPP Status: Primary Langu Entry Date: NRF: DOD:	21 : Suffix: Comments: N TPL: N age: 2 01 01 2021
Screen ID: RS-S-018 Trans ID: VE18 Program ID: SR 5010VA Member ID: Case ID	VIR MEMBER D 354-677222-014 354-677222-006 A 005 Cit L Y Same Disat 1 TOWE ROAD	GINIA MEDICAI EMOGRAPHICS - DAPT ID: emetit Plan: FAMIS FFS evel: Iden as Case FIPS: Y bility Code: ZIP Code: 23457 Card Date 07/01/2021	D INQUIRY Last Name: Va More BP: N Exce CMM Restriction CMM Restriction CMM Restriction SH 10 Pt995 SN: Ulsability O Ethnicity: Reissue Reason	CORTES CONCER CMS ID: 2125915163 Vition Indicator: Istatus: 000 11 0996 : 810 EDD: 0 810 EDD: 0 Sequence 1 01	CION First Name: Caseworker Absent Parent: N 9 18 2021 Mother ID: Special Ind:	: JACQUELINE :: M2044 HIPP: Marital Status: U Country: Vet/Dep Ind: Request #: 0	Date: 07/12/20 Time: 10:57 MI Case FIPS: 810 HIPP Status: Primary Langu Entry Date: NRF: DOD:	21 Comments: N TPL: N age: 2 01 01 2021



Multiple Field Changes Not Allowed

- If both the first and last name are different, a new MMIS Case Number should be created. If the first and/or last name is being changed due to a correction (for example, incorrect spelling), then make all corrections in MMIS first.
- You are allowed to change all of the address fields contained in an address. However, you cannot change the case name and the address in a single transaction.
- If user is moving a client from one VaCMS case to another, make sure that MMIS Case ID belonging to the new VaCMS case name is assigned to the client being moved.

Error Code	Description	Possible Resolutions
86	MULTIPLE FIELD CHANGES ARE NOT ALLOWED	If both the first and last name are different, a new case number should be created. If the first and/or last name is being changed due to a correction (for example, incorrect spelling), then make all corrections in MMIS first. You are allowed to change all of the address fields contained in an address. However, you cannot change the case name and the address in a single transaction.



Valid Case ID Required

- This failure normally occurs when multiple clients are being enrolled from VaCMS and the transaction for the Case Name fails.
- If the Case Name does not transfer, an MMIS Case Number is not created in MMIS and thus the remaining family members fail with Error Code "VALID CASE ID required."
- To correct this error, you will need to identify why the enrollment of case name failed. Once that is fixed this will get resolved during resend.

3330 VALID CASE ID REQUIRED. This failure normally occurs when multiple clients are being enrolled from VaCMS and the transaction for the Case Name fails. If the Case Name does not transfer, an MMIS Case Number is not created in MMIS and thus the remaining family members fail with Error Code "VALID CASE ID required."



Review date cannot be less than the current date

- This enrollment failure will occur if you performed a reinstate, case change, or evaluated a new member in VaCMS on an overdue renewal case. MMIS doesn't accept enrollment transactions with case review date in the past. To correct this failure:
- Update the renewal date if necessary
- Once renewal date has been changed to a future date, select MMIS Individual from the left navigation menu
- Resend the transaction

3330 VALID CASE ID REQUIRED. This failure normally occurs when multiple clients are being enrolled from VaCMS and the transaction for the Case Name fails. If the Case Name does not transfer, an MMIS Case Number is not created in MMIS and thus the remaining family members fail with Error Code "VALID CASE ID required."



Review date cannot be more than 12 months in the future

- You should use the Certification Period Override to update the Case Review date within 12 months of current date in VaCMS for failed transactions.
- After updating Case Review Date in VaCMS you can resend transactions to MMIS

3330 VALID CASE ID REQUIRED. This failure normally occurs when multiple clients are being enrolled from VaCMS and the transaction for the Case Name fails. If the Case Name does not transfer, an MMIS Case Number is not created in MMIS and thus the remaining family members fail with Error Code "VALID CASE ID required."



Addressing Failure Reasons

- First attempt to make the correction in VaCMS with the help of Supervisors or other agency resources. If unsuccessful;
- Contact the VDSS Regional Consultant (RC) for assistance. The RC will help the local worker make the correction in MMIS or VaCMS. If not successful;
- If either the agency resources or Regional Consultant is unable to correct the enrollment in MMIS, they can instruct the worker to submit a coverage correction form to DMAS.
- The worker will need to submit a ticket for the VaCMS system issue. Make sure to track the progress and respond to the Help Desk when they make contact.
- The worker will complete a MMIS Coverage Correction Request Form (DMAS-09-1111-eng). If a new member needs to be enrolled, the worker will also need to complete the Member appendix form as well. The forms can be found on the VDSS intranet FUSION page. Follow the instructions as provided on the forms.

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Resending a Transaction to MES

- On the MMIS Transaction Gateway page, when you click Send to MMIS, you are brought to the MMIS Transaction History page.
- On the MMIS Transaction History page, you must click Search to refresh the page and review the results of the MMIS transactions. It is important for you to review the transaction history and determine if the transaction needs to be resent.
- Upon refreshing the page, the status column will immediately tell you whether the transaction was successful or failed.
- If an error occurred, attempt to correct the issue by clicking Resend. Depending on the error scenario, clicking Resend will take you to a different page, where the problem can be addressed.



Screenshot

acMS 11	13034231 VaC Indiv	vidual ld:		Transaction	Date Range: mm	/ dd / yyyy II	mm / d	d איזיין 💷	Search
VaCMS Individual	MMIS Enrollee ID	Aid Category	Eligibility Begin Date	Eligibility End Date	Transaction	Transaction	Status	MMIS Error Message	▶ User ID
Tenny N Jack 25 M	350003583016	080	01/01/2014	02/28/2014	Cancellation of Aid Category	01/17/2014 (Failure	5346 Resend	xxxx009
Tenny N Jack 25 M	350003583016	N/A	N/A	N/A	Add TPL	01/17/2014 21:24	Failure	3521 Resend	xxxx009
Tenny N Jack 25 M	350003583016	N/A	N/A	N/A	Change	01/17/2014 21:23	Failure	3041 Resend	N/A
Tenny N Jack 25 M	350003583016	080	01/01/2014	N/A	Add new individual to new case	01/17/2014 21:23	Failure	5345 Resend	xxxx009
Jenny N Maiks 17 F	350003583024	092	01/01/2014	N/A	Add new individual to existing case	01/17/2014 21:23	Failure	5696 Resend	xxxx009
								1	Next



Newborn and Member Enrollment Unit (N.A.M.E)



Slide 30

CY(0 Newborn and Member Enrollment Unit

Chandler, Yolanda (DMAS), 2023-09-07T03:02:36.251

Key Points

- VaCMS is the system of record for Medicaid Eligibility Determinations
- MMIS is the system of record for Enrollment History and Claims Payments
- Both systems must match



When do you submit a Coverage Correction?

- Retroactive coverage that cannot be approved through VaCMS
- Duplicate Linking
- Erroneous death cancellations
- Spenddown end-dates (if open-ended coverage was sent to MES)
- Missing newborn coverage
- Same day void

CY(0

Coverage corrections unable to be handled through VaCMS



CY(0 This is old language. The process for Emergency Services changed last July. We should no longer be doing this. Chandler, Yolanda (DMAS), 2023-09-07T03:03:30.598

MMIS Coverage Correction Requests

10-day processing timeframe *Exceptions – mark email subject line* Urgent Requests Pharmacy, BCCPTA, Dialysis, Pregnancy Same Day Voids with current day enrollments

Submit completed forms via email to:

<u>enrollment@dmas.Virginia.gov.</u> *Note: A new process will be implemented effective 5/1/24 (Broadcast will be issued).

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Urgent Requests

- Pharmacy
- BCCPTA
- Medical Emergencies
- Same Day Void Current day enrollment transactions
- Example:
- Subject Line: URGENT; Recipient Needs Medications



Full to Full

- DMAS does not retroactively move a member from one full-coverage aid category to another full-coverage aid category as the benefits the member received would not be changed as full coverage is full coverage.
- Exceptions

CY(0



Slide 35

CY(0 Please consider MED to FAMIS and vice versa.

Chandler, Yolanda (DMAS), 2023-09-07T03:05:16.699

Duplicate Reviews

MMIS Duplicate Member Review
✓ Pending (waiting to be researched)
✓ Approved (not a duplicate, proceed to add new member)
✓ Denied (possible duplicate further research is required)
Member ID # Linking





