"Tending to the Garden of Eligibility Enrollment"

Presenters: Niani Heath, VDSS & Rita DeVaughn, DMAS

Spring 2024 BPRO Conference, Williamsburg, VA

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

AGENDA

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

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. CY(0
- Changes to MMIS cases should be made in VaCMS.

CY(1

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CY(0   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(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

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 firstCY(1d last name or SSN or the last name only

    - Transmit using the Enter button   CY(2

    - Review matches or "hits"

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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

Member Demographic Inquiry

Member	Provider	Reference	Claims	Financial	Service Auth	Automated Mailing	SURS	MARS	EPSDT	MICC	TPL	Assessment	Drugs	Reports

Screen ID: RS-S-018
Trans ID: VE18
Program ID: RST010VA

VIRGINIA MEDICAID
MEMBER DEMOGRAPHICS - INQUIRY

Member ID: 975-010998-817		Last Name:	First Name:
Case ID: 975-010998-809	ADAPT ID:	VaCMS ID: 2133214608	Caseworker: A0000
Aid Category: 020	Benefit Plan: MEDICAID FFS More BP: N	Exception Indicator: 1	Absent Parent: N HIPP:
CMM Restriction Period:	-	CMM Restriction Status:	

Relationship to Case Head: 00	Gender: F DOB:	SSN:		Marital Status: I
Cit Status: C	Cit Level: FH Identity: FH	Cit / ID Date: 08 2023	SSA Cit Ind: Y	Country: US
Same as Case Address N	Same as Case FIPS: Y	Mem FIPS: 760 EDD:	Mother ID:	Vet/Dep Ind: N
Phone: 804 646 7202	Disability Code:	Disability Onset Date:	Special Ind:	
Race: 1		Ethnicity: OT		

Member Address:

City: RICHMOND State: VA Zip Code: 23228

Suppress ID Card: N

Card Date	Reissue Reason	Sequence #	Card Type	Request #: 0
08/31/2023	I	01		

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Bendex Data Inquiry

Eligibility Data Inquiry

Member Benefits Inquiry

MMIS													
										Help	Print	Logoff	
Member	Provider	Reference	Claims	Financial	Service Auth	Automated Mailing	SURS	MARS	EPSDT	MICC	TPL	Assessment	Drugs	Reports

Screen ID: RS-S-011   **VIRGINIA MEDICAID**   Date: 09/01/2023
Trans ID: VE11   **MEMBER BENEFITS - INQUIRY**   Time: 16:09
Program ID: RST011VA

Member ID: 975-010998-817   Comments: N
Name :   Income Less Than Or = 100% FPL: N
Case ID : 975-010998-809   FPL % ST Begin Date: 05 2023
Caseworker : A0000   Case FIPS: 760

Aid Category	Application Date	Begin Date	End Date	Cancel Reason	Cancel Date	Status	Extension Reason	Reinstate Reason
020	05/22/2023	05/01/2023	12/31/9999	000		A	000	001

Benefit Plan	Exception Indicator	Plan Description	Provider ID	Begin Date	End Date	Change Source	End Reason	Disposition Ind	Disposition Date
01-01-0100		MEDICAID FF	0000000000	05/01/2023	12 31 9999	DF	000	A	08/31/2023
01-01-0100	1	XIX ICF	1811546955	05/01/2023	12 31 9999	00	000	A	09/01/2023
01-01-0300		MED PREMIUM	0000000000	05/01/2023	12 31 9999	00	000	A	08/31/2023
01-01-0400		MED CO & DE	0000000000	05/01/2023	12 31 9999	00	000	A	08/31/2023

Scroll Up   Scroll Down

MCO List

Provider	MCO Name	Program	Phone
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 12/31/17)	CCC	855-817-5788

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MMIS User Guide Screen Codes

Demographic Screen Codes

RELATIONSHIP CODES
00 Self
01 Spouse
02 Child
03 Grandchild
04 Stepchild
05 Parent
06 Grandparent
07 Stepparent
08 Brother/Sister (sibling)
09 Step-sibling
10 Sibling in-law
11 Aunt/Uncle
12 Niece/Nephew
13 First Cousin
14 First Cousin, once removed
15 Other Relative
16 Foster Child
17 Alien Sponsor
18 Other— Not Related
99 Unknown

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

RACE
1 White
2 Black/ African American
3 American Indian/ Alaskan Native
4 Oriental/Asian
5 Spanish/American or Hispanic
6 Native Hawaiian or Other Pacific Islander
7 Asian & White
8 Black/African American & White
9 Unknown
A Asian & Black/African American
B Other

PRIMARY LANGUAGE
Note: defaults to "1"

A	Somali	1	English
B	Kurdish	2	Spanish
C	Arabic	3	Cambodian
F	French	4	Vietnamese
G	German	5	Farsi
J	Japanese	6	Haitian-Creole
O	Other	7	Laotian
		8	Chinese
		9	Korean

SEX
F Female
M Male
U Unknown

COUNTRY
US United States
See Code Table

MARITAL STATUS
D Divorced
I Single
M Married
S Separated
U Unreported
W Widowed

MOTHER ID
Enter ID number of the mother of the member

Citizenship Codes

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

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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-VaCMS MA 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

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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** CY(0
- **DMAS will complete the** CY(1 **duplicate review**
- **BPS needs to resend the transaction failure in VaCMS**
- **Perform the MMIS look up**
- **Transmit and Enter**

‣ Error 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.

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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.

5696   ENTER A VALID MOTHER ID   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 Transaction Resend Screen ⑦ 🖺

Please correct the required data using Left Navigation and then return to MMIS Individual Details screen to resend the MMIS Transactions.

Please Click 🌐 for MMIS User Guide

▸ Error Code	▸ Description	▸ Possible Resolutions
3351	CASE ID NOT ON FILE.	1. Prior to enrolling a member into MMIS, perform system searches to determine if individual is already known to MMIS. 2. If the individual is found, determine if this is the MMIS Case ID that should be used as case name in the VaCMS. 3. If a legacy number exists in ADAPT, ensure that the ADAPT legacy number exists in MMIS with a matching Case First and Last Name. 4. 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.

Error 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.

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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 Transaction Resend Screen

MMIS Transaction Resend Screen ❓ 📄

Please correct the required data using Left Navigation and then return to MMIS Individual Details screen to resend the MMIS Transactions.

Please Click 📖 for MMIS User Guide

▸ Error Code	▸ Description	▸ Possible Resolutions
3396	INVALID AID CATEGORY/CITIZENSHIP CODE COMBINATION.	Please use the MMIS User Guide and VaCMS Online Help to get more details to help resolve this issue.

Screen ID: RS-S-018
Trans ID: VE18
Program ID: RST010VA

VIRGINIA MEDICAID
MEMBER DEMOGRAPHICS - INQUIRY

Date: 07/12/2021
Time: 10:57

Member ID: 354-677222-014 Last Name: CORTES CONCEPCION First Name: JACQUELINE MI: Suffix:
Case ID: 354-677222-006 ADAPT ID: VaCMS ID: 2125915163 Caseworker: M2044 Case FIPS: 810 Comments: N
Aid Category: 005 Benefit Plan: FAMIS FFS More BP: N Exception Indicator: Absent Parent: N HIPP: HIPP Status: TPL: N
CMM Restriction Period: - CMM Restriction Status:

Relationship to Case Head: 00 Gender: F DOB: 11 09 1996 SSN: 000 11 0996 Marital Status: U Primary Language: 2
Cit Status: P Cit Level: Identity: Cit / ID Date: SSA Cit Ind: Country: Entry Date: 01 01 2021
Same as Case Address: Y Same as Case FIPS: Y Mem FIPS: 810 EDD: 09 18 2021 Mother ID: Vet/Dep Ind: NRF:
Phone: Disability Code: Disability Onset Date: Special Ind: DOD:
Race: 1 Ethnicity:

Member Address: 2200 STOWE ROAD

City: VIRGINIA BEACH State: VA Zip Code: 23457

Suppress ID Card: N

Card Date	Reissue Reason	Sequence #	Card Type	Request #: 0
07/01/2021	I	01		

○ View Member FIPS   ○ View Previous Names   ○ View Previous Address   ○ View Aliases   ○ View Health Conditions

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.

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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."

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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.

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

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

CY(0

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:

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

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

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