



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

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December 12, 2022

MEMORANDUM

TO: The Honorable Janet D. Howell
Chair, Senate Finance Committee

The Honorable Barry D. Knight
Chair, House Appropriations Committee

Michael Maul
Director, Department of Planning and Budget

FROM: Cheryl Roberts
Director, Virginia Department of Medical Assistance Services

SUBJECT: Annual Report: Operations and Costs of the Cover Virginia Call Center-FY2022

This report is submitted in compliance with the Virginia Acts of the Assembly – Item 308.O.1., which states:

“The Department of Medical Assistance Services shall report on the operations and costs of the Medicaid call center (also known as the Cover Virginia Call Center). This report shall include number of calls received on a monthly basis, the purpose of the call, the number of applications for Medicaid submitted through the call center, and the costs of the contract. The department shall submit the report by August 15 of each year to the Director, Department of Planning and Budget and the Chairmen of the House Appropriations and Senate Finance Committees.”

Should you have any questions or need additional information, please feel free to contact me at (804) 664-2660.

KK/wf
Enclosure

Pc: The Honorable John Littel, Secretary of Health and Human Resources

Annual Report: Operations and Costs of the Cover Virginia Call Center-FY2022

A Report to the Virginia General Assembly

July 1, 2022

Report Mandate:

The 2022 Appropriations Act Item 308.O.1 states, “The Department of Medical Assistance Services shall report on the operations and costs of the Medicaid call center (also known as the Cover Virginia Call Center). This report shall include number of calls received on a monthly basis, the purpose of the call, the number of applications for Medicaid submitted through the call center, and the costs of the contract. The department shall submit the report by August 15 of each year to the Director, Department of Planning and Budget and the Chairmen of the House Appropriations and Senate Finance and Appropriations Committees.”

Background

The Cover Virginia Call Center began operations in October 2013 to fulfill a mandated requirement of the Patient Protection and Affordable Care Act (PPACA), which became law on March 23, 2010.

The call center offers a toll-free number for individuals to call and apply for Medicaid and FAMIS (Virginia’s Children’s Health Insurance Program), obtain application status updates and complete annual renewals. There are interpretation and translation services available, as well as Spanish speaking representatives available for callers who designate that they speak Spanish only. The call center assists with sending out Medicaid/FAMIS replacement cards; referrals to managed care plans; assisting with 1095B (IRS proof of insurance) inquiries, and other customer services for the citizens of the Commonwealth.

Call Center Call Volume

Over the last fiscal year, the total number of calls to the call center averaged approximately 62,414 calls per month, which equated to 748,966 calls for the fiscal year. This is compared to the previous fiscal year monthly average of 82,749 calls. During the fiscal year, on average, 32% of calls were handled in the interactive voice response (IVR) system, which is down from 39% last year. DMAS requires the call center to meet certain service level deliverables, such as 90 percent of calls answered within 90 seconds, and to maintain an abandonment rate, which does not exceed five percent of calls received by representatives. During the state fiscal year (SFY) 2022, the call center answered, on average, 98% of the calls received in less than 90 seconds and maintaining a less than 1% abandon rate. This meant that callers held, on average, for 15 seconds when contacting Cover Virginia during the last fiscal year.

About DMAS and Medicaid

The mission of the Virginia Medicaid Agency is to improve the health and well-being of Virginians through access to high-quality health care coverage.

The Department of Medical Assistance Services (DMAS) administers Virginia’s Medicaid and CHIP programs for over 2 million Virginians. Members have access to primary and specialty health services, inpatient care, dental, behavioral health as well as addiction and recovery treatment services. In addition, Medicaid long-term services and supports enable thousands of Virginians to remain in their homes or to access residential and nursing home care.

Medicaid members historically have included children, pregnant women, parents and caretakers, older adults, and individuals with disabilities. In 2019, Virginia expanded the Medicaid eligibility rules to make health care coverage available to more than 600,000 newly eligible, low-income adults.

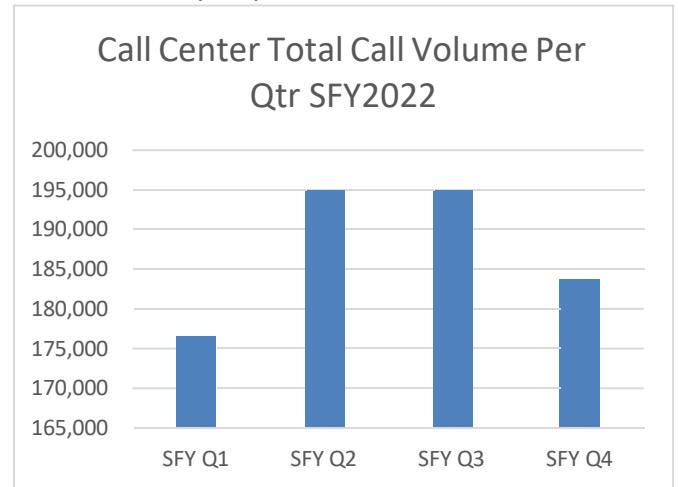
Medicaid and CHIP (known in Virginia as Family Access to Medical Insurance Security, or FAMIS) are jointly funded by Virginia and the federal government under Title XIX and Title XXI of the Social Security Act. Virginia generally receives a dollar-for-dollar federal spending match in the Medicaid program. Medicaid expansion qualifies the Commonwealth for a federal funding match of no less than 90% for newly eligible adults, generating cost savings that benefit the overall state budget.

SFY_2022 Monthly Call Volume and Performance

Time Period By Month, Quarter & Calendar Year	Total Calls to Cover VA	Calls Answered	IVR Served Calls
July 2021	55,677	37,346	16,631
August 2021	60,891	41,481	17,791
September 2021	59,974	42,046	17,696
1st Quarter	176,542	120,873	52,118
October 2021	65,586	44,453	20,799
November 2021	64,068	42,747	21,022
December 2021	64,410	44,403	19,785
2nd Quarter	194,064	131,603	61,606
January 2022	65,001	43,192	19,931
February 2022	62,178	40,912	20,200
March 2022	67,488	46,206	20,157
3rd Quarter	194,667	130,310	60,288
April 2022	73,994	46,140	26,311
May 2022	57,515	37,570	19,744
June 2022	52,184	32,685	18,405
4th Quarter	183,509	116,395	64,460
Fiscal Year Monthly Avg	62,414	41,598	19,873

Data Source: Decision Point

The graph below provides another visualization of the volume of calls per quarter.



Purpose/Reason for Calls

The chart below lists the top 10 reasons individuals contacted Cover Virginia in the last fiscal year.

Top Ten Call Reasons by volume
New App – caller completing a new Medicaid application
Benefit Inquiry - provided program Information
New Application Status – new applicants inquiry on status
General Inquiry - usually callers without a case record
Change Request – members reporting a change
Coverage Inquiry - provided eligibility/ enrollment information
ID Card Request – member requesting ID card replacement
Failed Identity Proofing - caller unable to pass authentication
Dead Air - No one on the call
Provided LDSS Office Information

Data Source: Decision Point

Medicaid and FAMIS Applications

The top call reason was for assistance in completing a Medicaid or FAMIS application. In fiscal year 2022, Cover Virginia provided telephonic application assistance with 51,346 new applications, compared to 40,048 the previous fiscal year. While the application volume is higher than the previous fiscal year, it is still slightly lower than previous years due to the COVID-19 Public Health Emergency (PHE), which was declared in March 2020, and the Maintenance of Effort (MOE) requirements.

The MOE requirements required Virginia to maintain continuous coverage to all individuals enrolled in Medicaid coverage at the start of the PHE and to not take any adverse action, which would reduce or close an individual's coverage. Because eligibility was protected during all of SFY 2022, individuals who would normally lose coverage and reapply, instead have experienced continuous coverage.

Additionally, the call center assisted with submitting 1,195 renewal applications, which was down from 24,501 submitted last fiscal year. Due to the COVID-19 PHE and the MOE requirements, paper renewals were not mailed or required during SFY 2022, which resulted in much lower renewal volumes.

The table below shows the number of new applications submitted per month.

Month	New Applications Taken
Jul-2021	4,609
Aug-2021	4,778
Sep-2021	4,382
Oct-2021	4,504
Nov-2021	5,117
Dec-2021	4,836
Jan-2022	4,465
Feb-2022	3,815
Mar-2022	4,737
Apr-2022	4,171
May-2022	2,811
Jun-2022	3,121
Total	51,346

Cost of the Contract

The Call Center's monthly fixed operations fee is \$1,968,701, totaling \$23,624,412 for the fiscal year.