



# COMMONWEALTH of VIRGINIA

## *Department of Medical Assistance Services*

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### 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-FY2023

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-FY2023

A Report to the Virginia General Assembly

September 1, 2023

## 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 66,872 calls per month, which equated to 802,465 calls for the fiscal year. This is compared to the previous fiscal year monthly average of 62,414 calls. During the fiscal year, on average, 34% of calls were handled in the interactive voice response (IVR) system, which is up from 32% 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) 2023, the call center answered, on average, 90% of the calls received in less than 90 seconds and maintained a 2% abandon rate.

## 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.

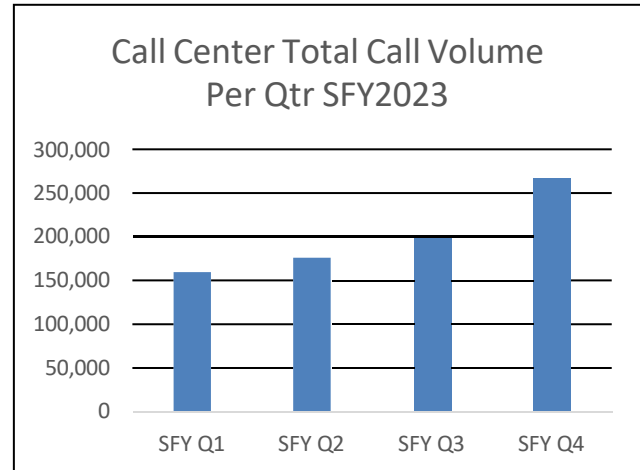
Medicaid and CHIP (known in Virginia as Family Access to Medical Insurance Security, or FAMIS) are jointly funded by Virginia and the federal government under Title XIX and Title XXI of the Social Security Act. Virginia generally receives a dollar-for-dollar federal spending match in the Medicaid program. 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\_2023 Monthly Call Volume and Performance

Time Period By Month, Quarter & Fiscal Year	Total Calls to Cover VA	Calls Answered	IVR Served Calls	Renewal Calls Answered
Jul-22	49,010	31,837	17,007	
Aug-22	58,305	38,003	19,692	
Sep-22	52,436	34,111	17,589	
<b>1st Quarter</b>	<b>159,751</b>	<b>103,951</b>	<b>54,288</b>	
Oct-22	56,639	35,346	20,298	
Nov-22	60,390	35,273	24,110	
Dec-22	59,096	37,068	21,376	
<b>2nd Quarter</b>	<b>176,125</b>	<b>107,687</b>	<b>65,784</b>	
Jan-23	66,857	43,898	22,531	
Feb-23	61,412	39,713	20,206	
Mar-23	71,852	44,752	26,534	
<b>3rd Quarter</b>	<b>200,121</b>	<b>128,363</b>	<b>69,271</b>	
Apr-23	69,754	41,941	20,789	6,762
May-23	92,070	54,548	25,797	10,991
Jun-23	104,644	54,469	35,480	12,336
<b>4th Quarter</b>	<b>266,468</b>	<b>150,958</b>	<b>82,066</b>	<b>30,089</b>
<b>Fiscal Year Monthly Avg</b>	<b>802,465</b>	<b>490,959</b>	<b>271,409</b>	<b>30,089</b>

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 2023, Cover Virginia provided telephonic application assistance with 45,034 new applications, compared to 51,346 the previous fiscal year. Application volumes were impacted by 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 SFY 2022, individuals who would normally lose coverage and reapply, instead have experienced continuous coverage.

The MOE requirements were lifted with the passing of the Consolidated Appropriations Act. This Act ended the continuous enrollment effective March 31, 2023, requiring states to review eligibility for approximately 2.1 million Virginians over the next 12 months. This has resulted in a significant increase in Renewal applications submitted beginning April 1, 2023. The call center assisted with submitting 24,957 renewal applications during the fiscal year, which was up from 1,195 submitted last fiscal year due to the PHE.

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

Month	New Applications Submitted	Renewals Submitted
Jul-22	3,269	14
Aug-22	4,158	18
Sep-22	3,630	26
Oct-22	3,314	26
Nov-22	2,399	25
Dec-22	3,032	17
Jan-23	2,957	31
Feb-23	2,847	23
Mar-23	3,979	637
Apr-23	3,840	3,988
May-23	5,288	9,308
Jun-23	6,321	10,844
<b>Total</b>	<b>45,034</b>	<b>24,957</b>

### Cost of the Contract

Operational payments were made in the third quarter of SFY 2023 for March 29, 2021 through December 31, 2022. This was a result of the contract being under a Corrective Action Plan during those months. The following two tables outline payments made in SFY 2023 for the Cover VA Call Center.

Cover Virginia Costs Quarter: Mar '21-Jun '22	CVCC
Total Costs	17,261,947
General Funds	3,130,126
Federal Funds	12,728,934
**Special Funds	1,402,886

Cover Virginia Costs Jul '22-Jun '23	CVCC
Total Costs	17,411,041
General Funds	3,131,699
Federal Funds	13,291,126
**Special Funds	1,672,596
Penalty Assessment	(684,380)