



# COMMUNITY STAKEHOLDER MEETING

VIRGINIA DEPARTMENT OF MEDICAL  
ASSISTANT SERVICES

VIRGINIA'S MEDICAID PROGRAM

**DMAS**

December 2023

# TABLE OF CONTENTS

1. Meeting Agenda
2. Presentation: Behavioral Health Care in the Community
3. Presentation: Navigating Transportation
4. Wrap-Up, Announcements & Closing
5. Agency Support
6. Notes





## AGENDA

NATALIE PENNYWELL, MPH, CHES  
OUTREACH AND COMMUNITY  
ENGAGEMENT MANAGER

VIRGINIA DEPARTMENT OF MEDICAL  
ASSISTANCE SERVICES (DMAS)

# Community Stakeholders Meeting

## AGENDA

December 07, 2023

11:00 AM - 12:00 PM

Meeting will be held electronically via WebEx.

<b>To Join Meeting Remotely:</b> <a href="https://covaconf.webex.com/covaconf/j.php?MTID=m98a9d1765a46426ac4024d1d14cd72de">https://covaconf.webex.com/covaconf/j.php?MTID=m98a9d1765a46426ac4024d1d14cd72de</a>	
<b>Meeting # (Access Code):</b> 2420 705 2529 <b>Meeting Password:</b> 8eJXhEDtr55	
<b>Dial in (Phone):</b> +1-517-466-2023	<b>Tap to join from mobile device</b> <a href="tel:+18666924530">+1-866-692-4530 US Toll Free</a>
<b>Remote Conference Captioning Link:</b> <a href="https://www.streamtext.net/player?event=HamiltonRelayRCC-1222-VA3946">https://www.streamtext.net/player?event=HamiltonRelayRCC-1222-VA3946</a>	

Topic	Presenter	Time Allotted
Welcome & Introductions	Natalie Pennywell, MPH, CHES Outreach & Community Engagement Manager Department of Medical Assistance Services	11:00 – 11:05 AM
Presentations & Discussion		
• Behavioral Health Care in the Community	Lisa Jobe-Shields Behavioral Health Division Director Virginia Department of Medical Assistance Services (DMAS)	11:05 – 11:25 AM
• Navigating Transportation	Aaron Moore Manager, Transportation Management Services Unit, Program Operations Virginia Department of Medical Assistance Services (DMAS)	11:25 – 11:45 AM
• Community Partner Spotlight <ul style="list-style-type: none"><li>○ Celebrating Virginia Medicaid Wins in 2023</li></ul>	Everyone	11:45 – 11:55 AM
Wrap-Up, Announcements & Closing	Natalie Pennywell, MPH, CHES	11:55 AM – 12:00 PM

**Next Meeting:** February 15, 2024 at 11:00 AM

### Takeaways

Take Action	Action Item	Resource	Follow-Up
<input type="checkbox"/>			
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### General Notes

Call/Email	Contact/Organization	Email Address	Phone Number
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# PRESENTATION: BEHAVIORAL HEALTH CARE IN THE COMMUNITY

LISA JOBE-SHIELDS  
BEHAVIORAL HEALTH DIVISION DIRECTOR  
VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES



# Behavioral Health Services in Medicaid

Department of Medical Assistance Services

December 2023



## Overview

- ❑ Medicaid Crisis Services Updates
- ❑ Youth Continuum
- ❑ Adult Continuum
- ❑ ARTS Benefit



## Right Help. Right Now.

An aligned approach to BH that provides access to **timely, effective, and community-based care** to reduce the burden of mental health needs, developmental disabilities, and substance use disorders on Virginians and their families

**1:** We must strive to ensure **same-day care for individuals experiencing behavioral health crises**

**2:** We must **relieve the law enforcement communities' burden** while providing care and **reduce the criminalization of behavioral health**

**3:** We must **develop more capacity** throughout the system, going beyond hospitals, especially to enhance community-based services

**4:** We must **provide targeted support for substance use disorder (SUD)** and efforts to prevent overdose

**5:** We must **make the behavioral health workforce a priority**, particularly in underserved communities

**6:** We must **identify service innovations and best practices** in pre-crisis prevention services, crisis care, post-crisis recovery and support and develop tangible and achievable means to close capacity gaps



3

## Serving Medicaid Members in Behavioral Health Crisis

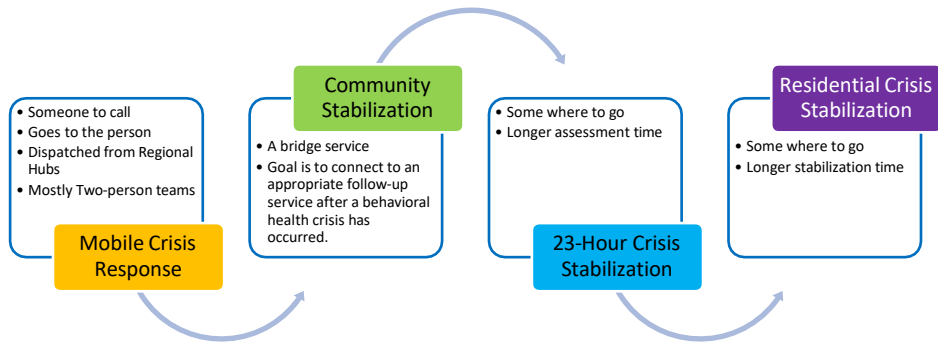
- In December 2021, Virginia Medicaid implemented four crisis specific services to support the implementation of a statewide Crisis Now Model for all Virginians.
  - Medicaid has required providers to be under Memorandums of Understanding with regional mobile crisis hubs and use the statewide Crisis CONNECT data platform since July 2022.
- Beginning December 15, 2023 the Mobile Crisis Response service will be dispatched via regional mobile crisis hubs and regional 9-8-8 call centers.



4

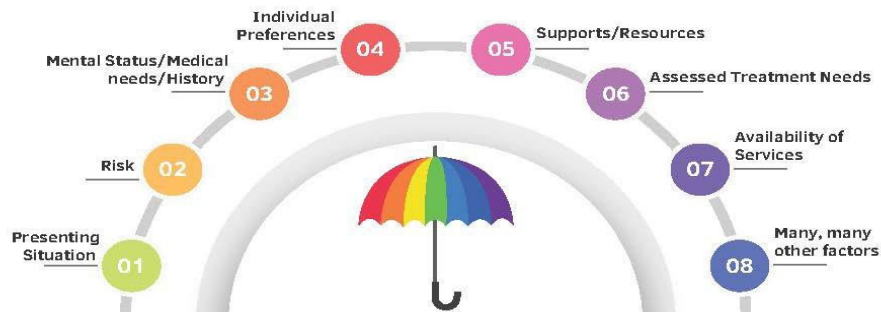
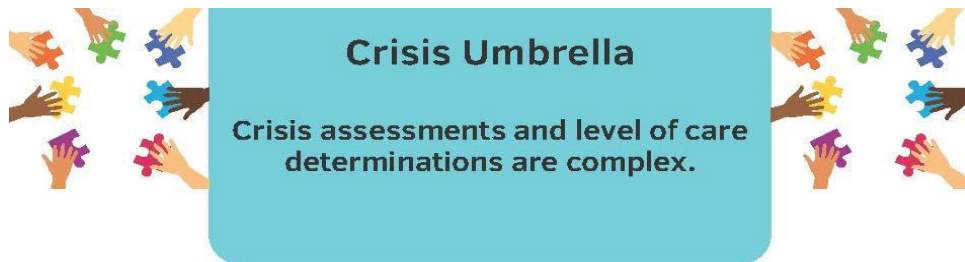


## Four Medicaid Crisis and Transition Services



5

## Crisis assessments and level of care determinations are complex



6

## Youth (under 21) Services Continuum: Today

Case Management and Resiliency Supports	<ul style="list-style-type: none"> <li>MH Case Management</li> <li>Treatment Foster Care Case Management</li> <li>Peer Recovery Support Services</li> </ul>	<ul style="list-style-type: none"> <li>SUD (ARTS) Case Management</li> <li>Peer Recovery Support Services</li> </ul>
Outpatient Services	<ul style="list-style-type: none"> <li>Applied Behavior Analysis</li> <li>Outpatient Psychotherapy</li> <li>Outpatient Psychiatry</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 0.5 and 1.0 (Early Int/Outpatient)</li> <li>Preferred Office Based Addiction Treatment (OBAT) (18-20)</li> <li>Opioid Treatment Program (OTP) (18-20)</li> </ul>
Intensive Community Supports-Youth	<ul style="list-style-type: none"> <li>Functional Family Therapy</li> <li>Multisystemic Therapy</li> <li>Therapeutic Day Treatment</li> </ul>	<ul style="list-style-type: none"> <li>Intensive In-Home Services</li> </ul>
Intensive Clinic Based Services	<ul style="list-style-type: none"> <li>MH Intensive Outpatient (IOP)</li> <li>MH Partial Hospitalization Program (PHP)</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 2.1 (Intensive Outpatient)</li> <li>ASAM 2.5 (Partial Hospitalization)</li> </ul>
Comprehensive Crisis and Transition Services	<ul style="list-style-type: none"> <li>Mobile Crisis Response</li> <li>23-Hour Crisis Stabilization</li> <li>Residential Crisis Stabilization</li> <li>Community Stabilization (Transition)</li> </ul>	
Residential Services	<ul style="list-style-type: none"> <li>Psychiatric Residential Treatment</li> <li>Therapeutic Group Home</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 3.1 (Low Intensity)</li> <li>ASAM 3.5 (Medium Intensity)</li> </ul>
Inpatient Services	<ul style="list-style-type: none"> <li>Inpatient</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 3.7 (Medically Intensive)</li> <li>ASAM 4.0 (Withdrawal Management)</li> </ul>



## Adult Services Continuum: Today

Case Management and Resiliency Supports	<ul style="list-style-type: none"> <li>MH Case Management</li> <li>Peer Recovery Support Services</li> </ul>	<ul style="list-style-type: none"> <li>SUD (ARTS) Case Management</li> <li>Peer Recovery Support Services</li> </ul>
Outpatient Services	<ul style="list-style-type: none"> <li>Outpatient Psychotherapy</li> <li>Outpatient Psychiatry</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 0.5 and 1.0 (Early Int/Outpatient)</li> <li>Preferred Office Based Addiction Treatment (OBAT)</li> <li>Opioid Treatment Program (OTP)</li> </ul>
Intensive Community Supports- Adults	<ul style="list-style-type: none"> <li>Assertive Community Treatment</li> <li>Mental Health Skill Building</li> <li>Psychosocial Rehabilitation</li> </ul>	
Intensive Clinic Based Services	<ul style="list-style-type: none"> <li>MH Intensive Outpatient (IOP)</li> <li>MH Partial Hospitalization Program (PHP)</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 2.1 (Intensive Outpatient)</li> <li>ASAM 2.5 (Partial Hospitalization)</li> </ul>
Comprehensive Crisis and Transition Services	<ul style="list-style-type: none"> <li>Mobile Crisis Response</li> <li>23-Hour Crisis Stabilization</li> <li>Residential Crisis Stabilization</li> <li>Community Stabilization (Transition)</li> </ul>	
Residential Services		<ul style="list-style-type: none"> <li>ASAM 3.1 (Low Intensity)</li> <li>ASAM 3.3 (Specific Population-High Intensity)</li> <li>ASAM 3.5 (High Intensity)</li> </ul>
Inpatient Services	<ul style="list-style-type: none"> <li>Inpatient</li> </ul>	<ul style="list-style-type: none"> <li>ASAM 3.7 (Medically Monitored)</li> <li>ASAM 4.0 (Medically Managed)</li> </ul>



## ARTS Benefit

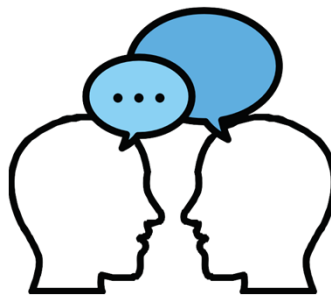
- Array of services based on the American Society of Addiction Medicine (ASAM) continuum implemented in 2017
- Access has increased year over year, with over 53,000 receiving a service in State Fiscal Year 2021
- Evaluated on an annual basis as part of 1115 waiver authority
  - Waiver due for renewal this December



9



## Questions & Feedback



10

Thank you for your partnership, support and participation.

Additional Questions?

Please contact us at:

Mental Health: [enhancedbh@dmas.virginia.gov](mailto:enhancedbh@dmas.virginia.gov)

ARTS: [SUD@dmas.virginia.gov](mailto:SUD@dmas.virginia.gov)

Provider Enrollment: [VAMedicaidProviderEnrollment@gainwelltechnologies.com](mailto:VAMedicaidProviderEnrollment@gainwelltechnologies.com)





# PRESENTATION: NAVIGATING TRANSPORTATION

AARON MOORE  
MANAGER, TRANSPORTATION MANAGEMENT SERVICE UNIT,  
PROGRAM OPERATIONS  
VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

# DMAS Fee-For-Service (FFS) and MCO NEMT Programs

Community Stakeholder's Meeting

1

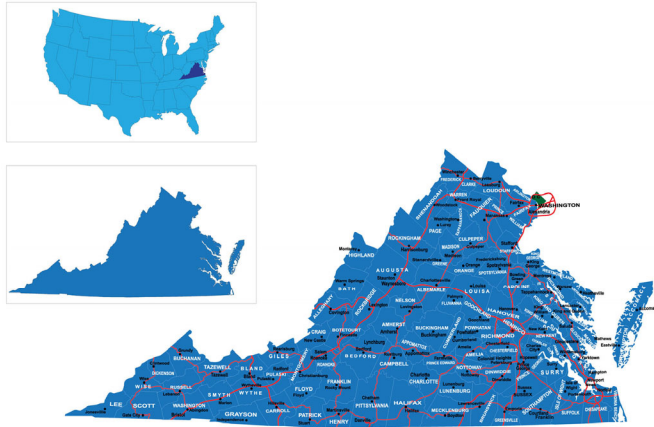
## TMSU Staff and Structure

- TMSU Manager (Aaron Moore)
- TMSU Supervisor/Field Monitor Supervisor (Joey Miller)
- Fee For Service NEMT Contract Manager (Nicki Taylor)
- Contract Monitor (Vacant)
- Senior Program Support Technician (Charlotte Bennett)
- Field Monitors (Listed by Region on the next slide)

2

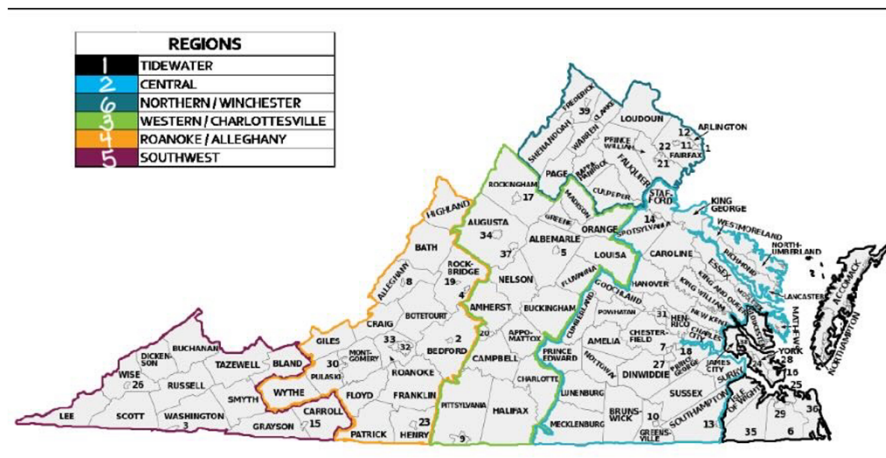
# TMSU Field Monitors

- Chuck Halman Region 1
- Tina Davis Region 2
- David Hafey Regions 3,4,5
- Dee Dee Jones Region 6



3

# DMAS FFS NEMT Program Regional Map



4

## DMAS NEMT Introduction

- **Non-Emergency Medical Transportation (NEMT)**
  - a. NEMT is Medicaid benefit for the majority of Fee For Service (FFS) and Managed Care Organization (MCO) Members to a non-emergency Medicaid-covered service
  - b. MCO NEMT Programs have additional transportation to nontraditional Medicaid locations (i.e. grocery store, place of worship, DMV, barber/beauty saloon, library, Gov Office)
- **The FFS and Six MCOs have a contracted NEMT Transportation Broker**
  - a. Brokers can and do have several contracts (i.e. ModivCare and Verida)
  - b. Therefore Virginia has Seven Statewide NEMT Programs.
- **NEMT is not for emergency transportation. Members must dial 911 for emergency services**
- **Actual NEMT Programs may have variations to the information provided**
- **All NEMT Transportation services must be preauthorized and paid for by the broker.**
  - a. NEMT Brokers find providers to transport Medicaid Members
  - b. Members do not have the right to choose their provider however they can recommend a provider

5

## Types of NEMT Service

- **Ambulatory (Taxi, TNC, Volunteer Driver)**

Members are able to get in and out of the vehicle independently. Common vehicles used for ambulatory service are minivans and sedans.
- **Wheelchair Van**

Members that are unable to safely transfer from the wheelchair into a vehicle will be transported in their wheelchair. All wheelchairs will be safely secured in the vehicle for all transports.
- **Van-Stretcher**

Members that need to be transported on a stretcher but do not require medical care or monitoring will be transported on a van-stretcher vehicle.
- **Stretcher (Non-Emergency Ambulance)**

Members that need to be transported on a stretcher and require medical care and monitoring will be transported on an ambulance.
- **Gas Reimbursement**

Members, family, friends can receive gas reimbursement to Medicaid Services
- **Bus Tickets**

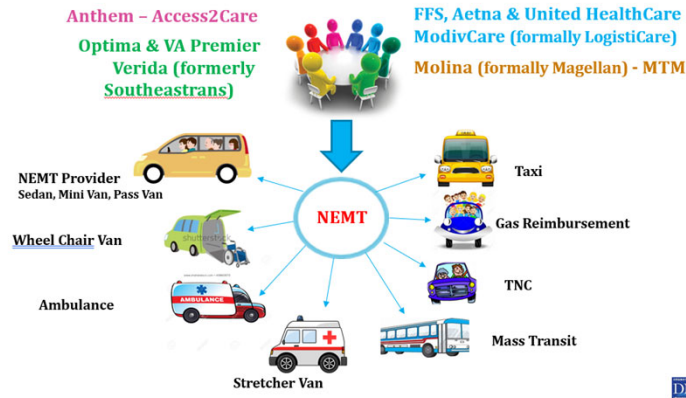
Members living on a bus line can receive bus tickets to ride the bus to their Medicaid Service

6



## DMAS FFS and MCO NEMT Programs

- The chart below illustrates who are the successful partners of DMAS FFS & MCO NEMT Programs. It also shows the types of transportation providers and services it takes to make all DMAS NEMT Programs a success



7

## Virginia Commonwealth NEMT Programs

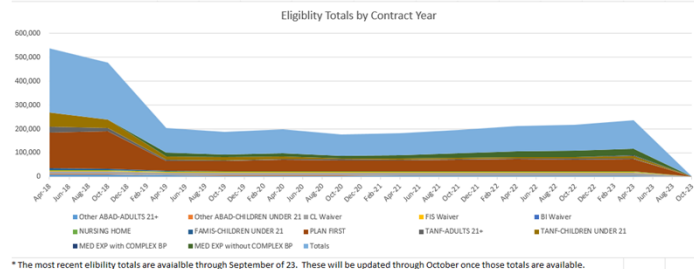
- DMAS Serves 2.16 Million Medicaid Members
  - Includes 729,446 Medicaid Expansion Members
- ID/D Waiver NEMT Services
  - FFS NEMT transports to their waived services
    - Community Living (CL) waiver - 11,571 Members
    - Building Independence (BI) Waiver - 307 Members
    - Family and Individual Support (FIS) - 4,156 Members
  - MCO NEMT Programs transport ID/D Members to their acute care
- DMAS has Seven NEMT Programs
  - FFS NEMT Program serves an Average Population of 128,532
  - Six Managed Care Organizations (MCO)
    - Each MCO has their own NEMT Program
    - FFS/MCO Contracted Transportation Brokers may have multiple NEMT Contracts
      - Transporting Multiple contracts with the same provider network

8

# DMAS FFS NEMT Program Metrics

Eligibility Totals by Contract Year (six-month intervals)

Waiver/Eligibility Type	Apr-18	Oct-18	Apr-19	Oct-19	Apr-20	Oct-20	Apr-21	Oct-21	Apr-22	Oct-22	Apr-23	Oct-23
Other ABAD-ADULTS 21+	9,847	9,100	5,162	4,499	4,367	3,083	3,281	3,328	3,518	3,510	3,395	
Other ABAD-CHILDREN UNDER 21	2,291	2,374	1,562	1,560	1,501	2,229	1,800	1,764	1,244	1,223	1,213	
CL Waiver	11,109	11,206	11,139	11,268	11,431	11,490	11,590	11,564	11,513	11,558	11,571	
FIS Waiver	1,517	1,649	1,895	2,071	2,654	2,849	3,281	3,433	3,467	3,939	4,156	
BI Waiver	248	268	281	298	317	316	327	328	315	308	307	
NURSING HOME	3,321	2,915	2,307	2,141	2,258	1,798	1,748	1,698	1,687	1,753	1,813	
FAMIS-CHILDREN UNDER 21	6,953	4,813	1,991	1,593	1,238	718	474	607	774	758	660	
PLAN FIRST	149,789	157,252	41,643	42,587	46,578	45,693	46,441	48,141	50,275	49,450	50,800	
TANF-ADULTS 21+	23,995	13,680	4,296	3,576	3,801	6,305	1,975	2,969	3,139	3,059	2,858	
TANF-CHILDREN UNDER 21	60,355	36,094	13,486	12,019	10,541	1,304	5,322	6,242	6,292	6,476	11,780	
MED EXP with COMPLEX BP	0	0	1,165	762	954	663	724	842	920	1,044	1,097	
MED EXP without COMPLEX BP	0	0	16,721	11,520	13,214	11,632	14,421	17,406	23,253	25,592	29,034	
Totals	269,425	239,451	101,648	93,894	98,854	88,080	90,884	97,822	106,397	108,710	118,684	



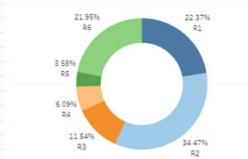
\* The most recent eligibility totals are available through September of 23. These will be updated through October once those totals are available.



# DMAS FFS NEMT Program Metrics

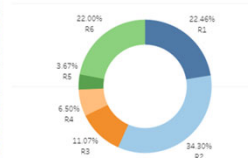
Average number of Unduplicated Riders FFS NEMT Program		
Month (CY23)	Number of Riders (ID/DD)	Number of Riders Total
Apr	4541	5748
May	4607	5793
Jun	4694	5832
Jul	4747	5857
Aug	4835	6025
Sep	4922	6091
Oct	4989	6133
Nov	5043	6215
Dec	5021	6089
Jan	5079	6223
Feb	5130	6267
Mar	5204	6519
Average	4901	6066

Net Trips By Region



Average number of Unduplicated Riders FFS NEMT Program		
Month (CY24)	Number of Riders (ID/DD)	Number of Riders Total
Apr	5208	6479
May	4278	6580
Jun	5341	6578
Jul	5466	6674
Aug	5407	6863
Sep	5474	6794
Oct	0	0
Nov	0	0
Dec	0	0
Jan	0	0
Feb	0	0
Mar	0	0
Average	2598	3331

Net Trips By Region



## DMAS FFS NEMT Program Metrics

Trip Counts	Contract Year 2021	Contract Year 2022	Contract Year 2023
Gross Trips	1,178,504	2,008,634	2,520,937
Net Trips	732,833	1,573,957	2,050,657
Unduplicated Riders	7,845	9,214	10,208
Average Trips per Member	93	171	188
Average Trips per Week	1.8	3.29	3.61

11

## NEMT Program Consistency

- Collaboration, Cooperation, Communication
- EQUALS – Consistency among all 7 NEMT Programs
  - FFS, CCC Plus and Medallion 4.0 NEMT Contractual Requirements
    - Member Transport Requirements
    - Driver Requirements
    - Provider Requirements
    - Reporting
    - DOJ Requirements
- DMAS Transportation Management Services Unit (TMSU) works to balance Broker Corporate requirements with DMAS required changes for Safe, Reliable, On Time Transportation

12

## NEMT Transportation Brokers

- A NEMT Broker is a company who contracts with DMAS or a MCO who coordinates all aspects of NEMT services. Transportation brokers are required to preauthorize NEMT services by taking reservations, assign trips, provide customer service and pays for NEMT services.
- Transportation Brokers are committed to providing excellent customer service. They achieve this by fulfilling the following responsibilities:
  - Broker may provide internet access for requests for transportation services
  - All Brokers provide toll-free telephone access for requests for NEMT services
  - All Brokers provide 24-hour toll-free access to services for urgent trips on holidays, weekends and after business hours
  - Brokers take reservations up to a 5 business days in advance
  - Schedule “URGENT” trips need for less than 3 or 5 day notice (i.e. urgent doctor apt, hospital discharge, Member wakes up sick & doctor wants to see Member same day)
  - All Brokers verify Member’s Medicaid eligibility
  - Brokers can verify the Member’s appointment is for a Medicaid-covered service
  - Brokers will use the most appropriate and cost-effective type of transportation
  - All Brokers respond to transportation inquiries and requests in a timely manner
  - All Brokers provide necessary interpreter services for telephone communication
  - All Brokers document, research and respond to complaints in a timely manner
  - All Brokers provide adequate notice to Members of delays, alternative schedules or Alternate pick-up arrangements.

## Data and Software

- FFS NEMT Trip Digitization
  - 100% of NEMT Providers and Volunteer Drivers have trip digitization (GPS tracked vehicles and electronic billing)
- NEMT Encounter Data
  - Encounter data requirements are the same for FFS and MCO contracts.
  - Includes Emergency Air and Emergency and Non Emergency Ground Ambulance and all NEMT Services
  - Able to collect trip data for each Member
    - On time performance – scheduled & actual drop off times
    - Facility locations
    - Number of trip legs and trip type to include all data (i.e. name of provider, number of miles, amount paid, transportation HCPCS Codes)

## Transportation Information Management Software (TIMS)

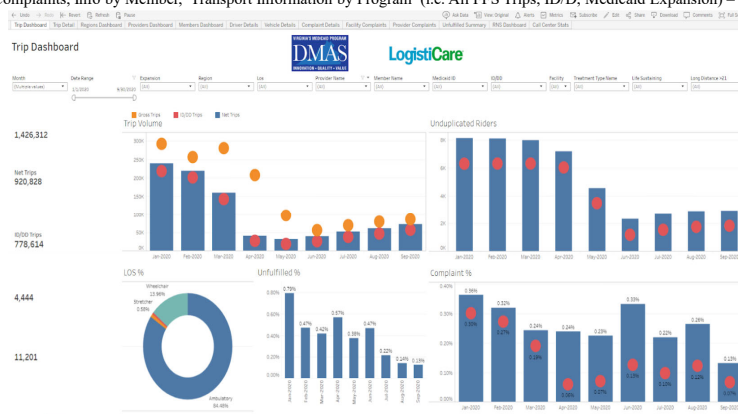
- Optimized Automated Scheduling
  - Include automated provider manifest download, billing & GPS tracking
  - Automated suggested trip assignment based on quality, price, and distance
  - Able to access hospital discharge software to streamline hospital discharges
- Member Information Management
- Transportation Network Management & Support
- Reporting –including adhoc reports when requested
- Import, Export, Collect Data and Files
  - Submit encounter data
  - Stores data for accurate reporting of support efficiencies in monitoring contract
  - Imports eligibility file(s)
- Provide HIPAA compliant web based electronic portal for Members and Facilities to access (i.e. [Transportation.DMAS.Virginia.gov](http://Transportation.DMAS.Virginia.gov))
- Member Apps – make reservations, cancel trips, able track vehicle location by GPS



15

## DMAS Access to all FFS NEMT Program Information

- DMAS FFS NEMT Program Information – ModivCare's Tableau
  - Inquiries by Date Range, Region, Level of Service, Provider Name, by Member ID, Treatment Type, Life Sustaining Trips, Long Distance, Facility Trip information, Complaints, Info by Member, Transport Information by Program (i.e. All FFS Trips, ID/D, Medicaid Expansion) – Gross and Net Trip Totals



16

## FFS & MCO NEMT Reservation Telephone Numbers

### Numbers for all Non-Emergency Medical Transportation (NEMT) Services

#### [Transportation Reservation Telephone Numbers](#)

Find the Medicaid Plan you enrolled in below and call

**DMAS – Toll Free Telephone** that number to make your transportation arrangements or check to see if you are eligible for transportation. Ask about bus tickets or gas reimbursement for you, a friend, or neighbor to your Medicaid appointment.

FFS / MCO /CCC Plus/Medallion 4.0	Reservation Numbers	Details
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 386-8331	All ages and all levels of service
Aetna Better Health of VA - CCC Plus	(800) 734-0430 Option 1	All ages and all levels of service
Aetna Better Health of Virginia (Medallion 4.0)	(800) 734-0430	All ages and all levels of service
Anthem HealthKeepers CCC Plus	(855) 325-7581	All ages and all levels of service
Anthem HealthKeepers Plus (Medallion 4.0)	(877) 892-3988	All ages and all levels of service
Magellan (Molina) Complete Care of Virginia	(877) 790-9472	All ages and all levels of service
Magellan (Molina) Complete Care of Virginia (Medallion 4.0)	(833) 273-7416	All ages and all levels of service
Optima Family Care (Medallion 4.0)	(877) 892-3986	All ages ambulatory and wheelchair
Optima Health CCC Plus	(855) 325-7558	All ages and all levels of service
United Healthcare CCC Plus	(844) 604-2078	All ages and all levels of service
United Healthcare Community Plan (Medallion 4.0)	(833) 215-3884	All ages and all levels of service

## FFS & MCO Transportation Ride Assist/Customer Service Telephone Numbers

#### [Transportation Ride Assist/Customer Service Telephone Numbers](#)

- If you need to cancel your ride, ask questions about your ride or transportation.
- Have a compliment or complaint please call the appropriate Medicaid plan you enrolled in below.
- FFS Rider Handbook, Frequently Asked Questions (FAQs), and FFS on line reservations: <http://transportation.dmas.virginia.gov>

\*Special Note for CL, BI, & FIS Members: For waived service's transportation questions and/or concerns, call the FFS telephone number.

For medical appointments please call the CCC Plus MCO in which you are enrolled.

FFS / MCO /CCC Plus/Medallion 4.0	Ride Assist/Where's My Ride Telephone Numbers
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 246-9979
Aetna CCC Plus and Medallion 4.0	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1
Anthem HealthKeepers Plus (Medallion 4.0)	(877) 892-3988 Option 2
Magellan (Molina) Complete Care of Virginia	(877) 790-9472
Magellan (Molina) Complete Care of Virginia (Medallion 4.0)	(833) 273-7416
Optima Family Care (Medallion 4.0)	(877) 892-3986 Option 1
Optima Health - CCC Plus	(855)-325-7558 Option 1
United Healthcare CCC Plus	(833) 215-3885 (TTY - (844) 488-9724
United Healthcare Community Plan (Medallion 4.0)	(833) 215-3885 (TTY - (844) 488-9724

# In State and Out of State Over Night Travel

- Medicaid covered services may require in state or out of state long distance over night travel.
- **All FFS and MCO Medicaid members must obtain prior authorization before travel begins.**
- FFS and MCO Member can receive reimbursement for mileage, hotel, per diem, tolls, and parking
- **MCO Members**
  - Contact the MCO for in state and out of state travel **“prior authorization”** and travel reimbursement instructions.
  - Depending on MCO their NEMT program may reimburse
  - Contract MCO or NEMT Program for reimbursement instructions, process and forms
- **FFS Members**
  - In State travel contact the FFS NEMT Broker at (866) 386-8331 for approval and reimbursement instructions. (i.e. travel from Southwest VA to UVA Hospital)
  - FFS Out-of-State travel not covered by the broker must have prior authorization before travel begins. Please contact DMAS Medical Support Unit at (804) 786-8056 **thirty (30) days prior to travel.** (i.e. travel from VA to Children’s Hospital of Philadelphia (CHOP), VA to Cincinnati Children’s Hospital, etc...)
  - Once approved by Medical Support, the FFS DMAS Transportation unit will give reimbursement instructions and answer travel questions. Please send questions to [Transportation@DMAS.Virginia.gov](mailto:Transportation@DMAS.Virginia.gov)

19

# Questions

Send Questions to TMSU email: [transportation@dmas.virginia.gov](mailto:transportation@dmas.virginia.gov)

DMAS web site: <http://www.dmas.virginia.gov>

FFS web site: <http://transportation@dmas.virginia.gov>

Presenter: Aaron Moore

[aaron.moore@DMAS.Virginia.gov](mailto:aaron.moore@DMAS.Virginia.gov)



Aaron Moore



20



# WRAP-UP, ANNOUNCEMENTS & CLOSING

NATALIE PENNYWELL, MPH, CHES  
OUTREACH AND COMMUNITY  
ENGAGEMENT MANAGER

VIRGINIA DEPARTMENT OF MEDICAL  
ASSISTANCE SERVICES (DMAS)



**Help Us Spread the word  
about Medicaid MAC!**

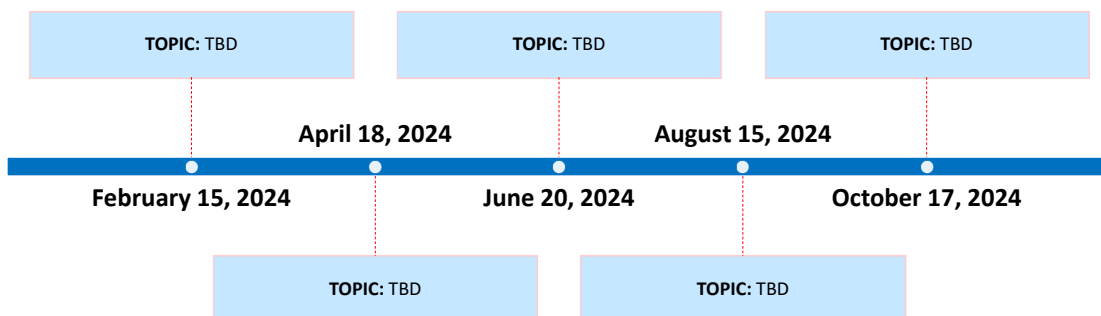
We are filling four (4)  
seats in 2024.

Please encourage  
members and  
representatives to apply!

**Virginia Medicaid (DMAS):  
Medicaid Member Advisory  
Committee (MAC) Application**



## 2024 Meeting Dates





## 2024 MEETING DATES

- THURSDAY, FEBRUARY 15, 2024. 11:00 AM - 12:00 PM
- THURSDAY, APRIL 18, 2024. 11:00 AM - 12:00 PM
- THURSDAY, JUNE 20, 2024. 11:00 AM - 12:00 PM
- THURSDAY, AUGUST 15, 2024. 11:00 AM - 12:00 PM
- THURSDAY, OCTOBER 17, 2024 11:00 AM - 12:00 PM

VIRGINIA'S MEDICAID PROGRAM

**DMAS**

[WWW.DMAS.VIRGINIA.GOV](http://WWW.DMAS.VIRGINIA.GOV)



# AGENCY SUPPORT



# Community Stakeholder Meeting

## Agency Support

### Staff Support

- Natalie Pennywell, MPH, CHES, Outreach and Community Engagement Manager
- Dalia Tejada Halter, EdD, MBA, Outreach and Member Engagement Specialist
- Dorothy "Dot" Swann, Outreach and Member Engagement Specialist

### Administrative Support

- Sarah Hatton, MHSA, Deputy of Administration, Director's Office
- Jessica Anecchini, Senior Policy Advisor, Administration
- Sara Cariano, Eligibility, Policy and Outreach Division Director



**NOTES**













VIRGINIA'S MEDICAID PROGRAM

**DMAS**

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