

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

VA MEDICAID COMMUNITY STAKEHOLDER MEETING

April 08, 2024



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5. Community Spotlight: Facts & Faith Fridays
6. Wrap-Up
7. Announcements
8. Closing




COMMUNITY STAKEHOLDER MEETING

April 18, 2024
Community Outreach and Member Engagement
Eligibility Policy and Outreach Division
Virginia Department of Medical Assistance Services




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AGENDA

Natalie Pennywell
Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)



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Agenda

1. Welcome and Introductions
2. Presentation: DMAS' Language and Disability Access Updates
3. Presentation: 1115 Demonstration Waiver Renewal Town Hall: Addiction and Recovery Treatment Services (ARTS) and Former Foster Care Youth (FFCY)
4. Community Partner Spotlight: Facts & Faith Fridays
5. Wrap-Up
6. Announcements
7. Closing



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WELCOME AND INTRODUCTIONS

Natalie Pennywell
*Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)*



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Introduce yourself in the chat!

- Name
- Position
- Organization
- Answer: **What was your favorite snack from childhood? Why did you love it 😊?**

 CardinalCare
Virginia's Medicaid Program

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Notes

 CardinalCare
Virginia's Medicaid Program

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AGENDA

April 18, 2024

11:00 AM - 12:00 PM

Meeting will be held electronically via WebEx.

To Join Meeting Remotely:	
https://covaconf.webex.com/covaconf/j.php?MTID=maf7b73399b4f8ec68ba179dc2f9e562f	
Meeting # (Access Code): 2429 231 6193	Meeting Password: jpXiakMh789
Dial in (Phone): +1-517-466-2023	Tap to join from mobile device +1-866-692-4530 US Toll Free
Remote Conference Captioning Link:	
https://www.streamtext.net/player?event=HamiltonRelayRCC-0418-VA4088	

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		
<ul style="list-style-type: none"> DMAS’ Language and Disability Access Updates 	Montserrat Serra Civil Rights Coordinator Virginia Department of Medical Assistance Services (DMAS)	11:05 – 11:20 AM
<ul style="list-style-type: none"> 1115 Demonstration Waiver Renewal Town Hall: Addiction and Recovery Treatment Services (ARTS) and Former Foster Care Youth (FFCY) 	Ashley Harrell Senior Program Advisor, Behavioral Health Division Virginia Department of Medical Assistance Services (DMAS)	11:20 – 11:35 AM
<ul style="list-style-type: none"> Community Partner Spotlight: Facts & Faith Fridays 	Rudene Mercer Haynes J.D., Founding Partner, FFF and Rev. Dr. Herbert Ponder, Mount Tabor Baptist Church, Chair FFF Planning Committee VCU Massey Comprehensive Cancer Center	11:35 – 11:50 AM
Wrap-Up, Announcements & Closing	Natalie Pennywell, MPH, CHES	11:50 AM – 12:00 PM

Next Meeting: June 20, 2024 at 11:00 AM

Committee Contacts: Natalie Pennywell and Dorothy “Dot” Swann at covervirginia@dmas.virginia.gov

Takeaways

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

Call/Email	Contact/Organization	Email Address	Phone Number
<input type="checkbox"/>			
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<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Committee Contacts: Natalie Pennywell and Dorothy "Dot" Swann at covervirginia@dmas.virginia.gov



DMAS' Language and Disability Access Updates

Montserrat Serra, Civil Rights Coordinator
Virginia Department of Medical Assistance Services (DMAS)





DMAS' Language and Disability Access Updates


Montserrat Serra
Civil Rights Coordinator
Virginia Department of
Medical Assistance Services (DMAS)



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Our Commitment

To properly serve the limited English-proficient (LEP) population and people with disabilities by ensuring meaningful access to Virginia Medicaid.



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Language and Disability Access Services: Requirements



Title VI of the Civil Rights Act of 1964

Prohibits discrimination on the basis of race, color and national origin



Executive Order 13166

Recipients of federal funding must take reasonable steps to provide access to LEP populations.



ADA Title II

Regulations require state and local government to provide appropriate auxiliary aids and services where necessary to ensure effective communication with individuals with disabilities



Affordable Care Act Section 1557

Covered entities shall take reasonable steps to ensure meaningful access to its programs or activities by limited English proficient individuals. 45 CFR 92.101

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Virginia Language and Disability Data

2020 American Community Survey 5-Year Estimates (Virginia)
B16001 LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

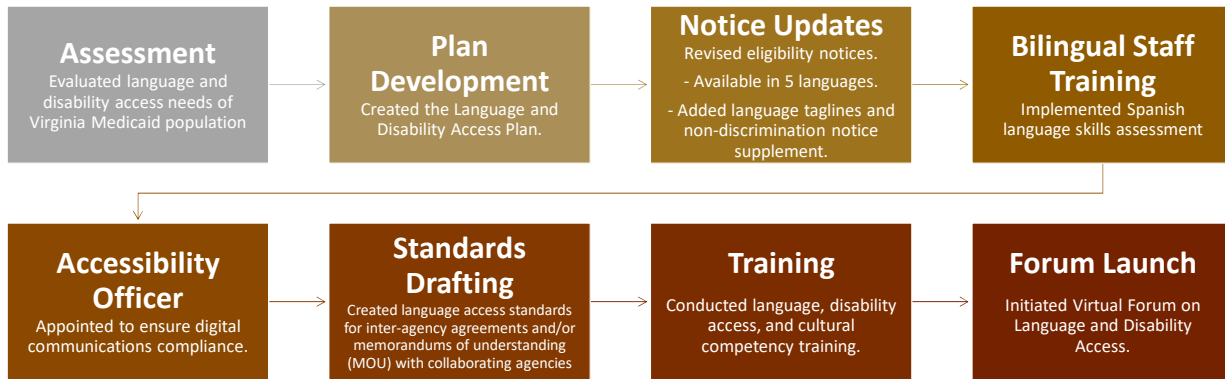
Top 10 Language Groups	Estimated Population	Total Virginia Population	% of Total Virginia Population
Spanish	580,417	8,001,236	7.25
Chinese (incl. Mandarin, Cantonese)	60,084	8,001,236	0.75
Korean	58,741	8,001,236	0.73
Arabic	55,999	8,001,236	0.70
Vietnamese	48,699	8,001,236	0.61
Tagalog (incl. Filipino)	45,566	8,001,236	0.57
Amharic, Somali, or other Afro-Asiatic languages	38,496	8,001,236	0.48
Urdu	34,616	8,001,236	0.43
French (incl. Cajun)	34,352	8,001,236	0.43
Hindi	31,943	8,001,236	0.40

2020: American Community Survey 5-Year Estimates (Virginia)
S1810 DISABILITY CHARACTERISTICS

	Estimate	Total Virginia Population	Estimate %
Total civilian noninstitutionalized population	979,145	8,282,997	11.8
DISABILITY TYPE			
With a hearing difficulty	272,308	8,282,997	3.3
With a vision difficulty	182,730	8,282,997	2.2
With a cognitive difficulty	358,625	8,282,997	4.6
With an ambulatory difficulty	486,262	8,282,997	6.3
With a self-care difficulty	187,247	8,282,997	2.4
With an independent living difficulty	342,763	8,282,997	5.3

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DMAS Language and Disability Access Initiatives



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Forum on Language & Disability Access

- Series of public webinars to discuss topics related to language and disability access.
- To consult and engage with Virginia Medicaid stakeholders to understand and meet the language and disability access needs of communities.
- 2024 Forums:
 - May 14 (1:00PM-3:00PM): *Translations, Language Taglines and Strategies for Identifying Frequently Used Languages*
 - December 3 – TBD
- More information: <https://dmas.virginia.gov/for-members/forum-on-language-and-disability-access/>

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Your Impact on Language and Disability Access

Could you share a success story or an instance where providing language and disability access made a difference?

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Thank you for your time!

Montserrat Serra, Civil Rights Coordinator

Virginia Department of Medical
Assistance Services (DMAS)

civilrightscoordinator@dmass.virginia.gov



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NOTES







1115 Demonstration Waiver Renewal Town Hall: Addiction and Recovery Treatment Services (ARTS) and Former Foster Care Youth (FFCY)


Ashley Harrell, Senior Program Advisor

Virginia Department of Medical Assistance Services (DMAS)




**1115 Demonstration Waiver
Renewal Town Hall:
ARTS and FFCY**

*Ashley Harrell
Senior Program Advisor,
Behavioral Health Division
Virginia Department of
Medical Assistance Services (DMAS)*




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**VIRGINIA BUILDING AND
TRANSFORMING COVERAGE,
SERVICES, AND SUPPORTS FOR A
HEALTHIER VIRGINIA**

1115 Demonstration Waiver Renewal Application:
Addiction and Recovery Treatment Services (ARTS)
and Former Foster Care Youth (FFCY)



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Current 1115 Demonstration Expires 12/31/2024

With this renewal application, Virginia seeks to extend the SUD and Former Foster Care Youth (FFCY) components the Commonwealth's current 1115 demonstration to build upon Medicaid delivery system reforms already in place under Virginia's State Plan and Medicaid managed care program. Specifically, this demonstration extension, Virginia's demonstration "Building and Transforming Coverage, Services, and Supports for a Healthier Virginia" will:

1. Continue to provide essential SUD services to all Medicaid enrollees through the ARTS benefit;
2. Maintain authority for coverage of FFCY who aged out of foster care in another state and turned 18 prior to January 1, 2023;
3. Sunset the High Needs Supports components of the demonstration as this has not been funded through Virginia General Assembly.

Renewing Virginia's 1115 Demonstration Waiver

Building and Transforming Coverage, Services, and Supports for a Healthier Virginia (Number: 11-W-00297/3)

Virginia seeks to extend the Substance Use Disorder (SUD), Former Foster Care Youth (FFCY) and High Needs Supports (HNS) components the Commonwealth's current 1115 demonstration to build upon Medicaid delivery system reforms already in place under Virginia's State Plan and Medicaid managed care program.

Former Foster Care Youth (FFCY)

- Youth who age out of foster care services are at a higher risk for a number of negative outcomes, including homelessness, incarceration, and substance abuse
- This expenditure authority allows individuals who turn 18 while in foster care in any state to continue receiving Medicaid coverage up to age 26
 - Goal: increase and strengthen overall coverage and improve health outcomes
- DMAS, state and local Departments of Social Services (DSS), and Managed Care Organizations (MCOs) coordinate efforts to effectively transition these members to adulthood
 - FFCY members can select and change their MCO at any time
 - Contract and reporting requirements for MCOs & DMAS oversight
 - DMAS External Quality Review: Beginning in 2021, annual Child Welfare Focus Study includes analysis of health care utilization of FFCY member population

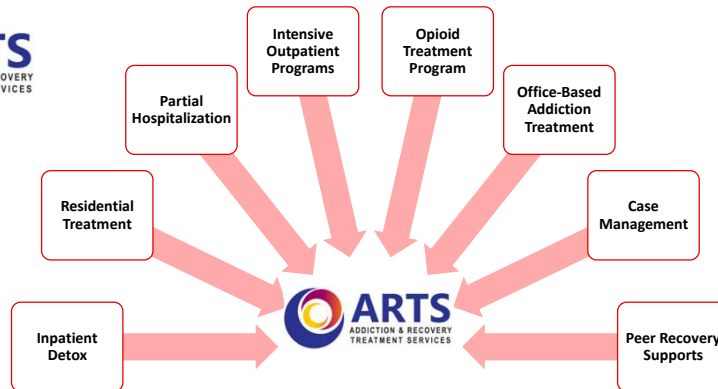
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High Needs Supports (HNS)

- The High Needs Supports (HNS) program would provide critical housing and employment support services to the Commonwealth's high need Medicaid members who are enrolled in the managed care delivery system.
- **Please note: This program requires General Assembly authority in order to implement and continue development of the benefit.**
- This program will be sunset and removed from the 1115 demonstration waiver.

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Virginia Medicaid SUD Benefit: Addiction & Recovery Treatment Services (ARTS)



Goal is to ensure that members are matched to the right level of care to meet their evolving needs as they enter and progress through treatment.

ARTS offers a fully integrated physical and behavioral health continuum of care.



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Addiction and Recovery Treatment Services

- Due to the federal 1115 program requirements ARTS was built based on the American Society for Addiction Medicine (ASAM) continuum of care
 - ASAM is a model of comprehensive addictions treatment services
- This expenditure authority allows individuals who are aged 21 or older to receive high intensity treatment in behavioral health facility settings including psych hospitals and residential treatment centers.
- This facet of the program is essential to managing hospital discharges effectively for individuals who demonstrate a higher level of support need after a crisis or overdose event.



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Prevalence of SUD – Identifying more members in need

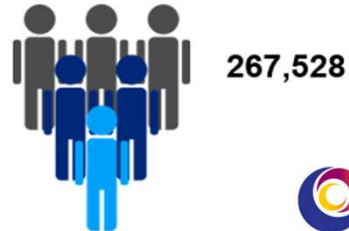
The supply of treatment providers, the prevalence of members receiving SUD treatment, and the rate of treatment for diagnosed SUD increased dramatically after implementation of the ARTS benefit and has continued through Medicaid expansion and the COVID-19 pandemic.

In addition, ARTS is administered through the Medicaid Managed Care Organizations (MCOs) to fully integrate physical and behavioral health continuum of care for members.

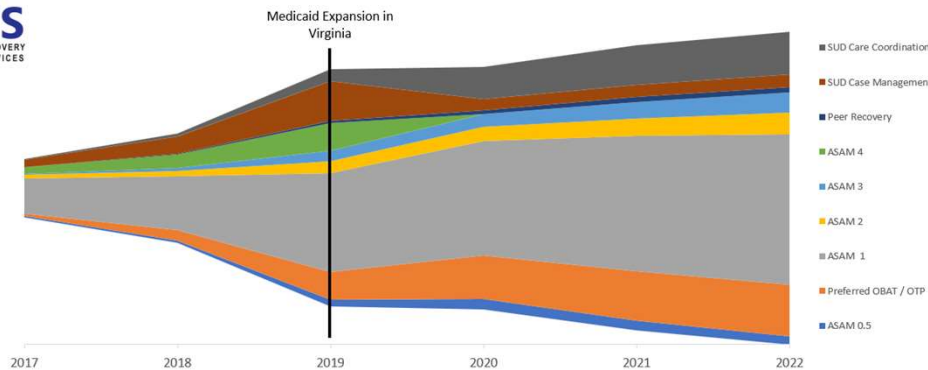
Medicaid Members where SUD was identified - 2016



Medicaid Members where SUD was identified - 2023



Treatment Rates Increased Substantially with ARTS



Treatment rates increasing substantially since ARTS implemented, specifically for members with OUD - as of July 2021, more than 69 percent of members with OUD have received treatment, 26 percent more than members with any SUD diagnosis.






What action items should DMAS and other state agencies consider to:

- support former foster care youth?
- address the overdose crisis?


 **CardinalCare**
Virginia's Medicaid Program

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What do you see as the greatest challenge to addressing care issues for:

- ➔ Former foster care youth?
- ➔ For members with substance use disorders?

 **CardinalCare**
Virginia's Medicaid Program

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Stay Connected to the ARTS

The new edition of the [American Society of Addiction Medicine's Criteria](#) has been released, and the ARTS team is looking at incorporating changes to the Criteria in ARTS policies and procedures.

Please email the SUD inbox (SUD@dmas.virginia.gov) if you have thoughts or ideas about things the team should be considering as we are preparing to make these changes.

FEEDBACK



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Questions?

THANK YOU 😊

Ashley Harrell, LCSW
SUD@dmas.virginia.gov
 804-972-5406



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Community Partner Spotlight: Facts & Faith Fridays

Rudene Mercer Haynes J.D. and Rev. Dr. Herbert Ponder
VCU Massey Comprehensive Cancer Center




Community Partner Spotlight: Facts & Faith Fridays

*Rudene Mercer Haynes J.D., Founding Partner, FFF
and Rev. Dr. Herbert Ponder, Mount Tabor Baptist Church,
Chair FFF Planning Committee
VCU Massey Comprehensive Cancer Center*



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Facts & Faith Fridays

Rudene Mercer Haynes
Founding Partner FFF

Rev. Dr. Herbert Ponder
Chair FFF Clergy & Planning Committee
Pastor, Mount Tabor Baptist Church, Richmond VA



A National Cancer Institute-designated Comprehensive Cancer Center



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Facts & Faith Fridays (FFF): Origins

BRIDGING FAITH & SCIENCE IN THE COMMUNITY



Rudene Mercer Haynes



Pastor
F. Todd Gray



Dr. Robert A. Winn

- **Weekly phone call** (Conference call line)
- **Pastors/faith leaders, FFF founders, health experts & local/national leaders**
- **Purpose:** Provide up-to-date information & data to guide faith leaders as they made critical decisions about their churches, congregations, and communities.



FFF was founded in response to the COVID-19 pandemic as a partnership with VCU Massey Comprehensive Cancer Center and the faith-based community.

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Facts & Faith Fridays (FFF): Present

BRIDGING FAITH & SCIENCE IN THE COMMUNITY



- **Transitioned from conference call to Zoom platform**
- **Transitioned from weekly calls to bi-monthly meetings**
 - 1st Friday vs. 3rd Friday
- **Large Presence of FFF Faith Leader Members**
 - 1st Fridays – Faith Leaders Only!
 - Mental Health, Physical Health, Financial Resources, etc.



September 15, 2023 | Safety in Our Schools: A Roundtable Discussion

On the heels of back to school, join us for a roundtable discussion on school safety with superintendents and safety & security team leaders across the commonwealth.

REGISTER TODAY

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Facts & Faith Fridays (FFF): Future

BRIDGING FAITH & SCIENCE IN THE COMMUNITY



FFF Team



Dr. Arnethea Sutton

Rev. Rachel Pierce

Dr. Jessica Y. Brown



GRAIL Pathfinder 2 Clinical Trial

Research, Screening & Navigation



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Join Us on the 1st & 3rd Friday of each month!

mccfactsfaith@vcu.edu | (804) 628-9154



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NOTES





CSM AGENCY SUPPORT



CSM AGENCY SUPPORT

Name, Position, CSM Role

- Jessica Anecchini, Senior Policy Advisor, Administration, Administrative Review and Approval
- Sara Cariano, Director, Eligibility Policy and Outreach Division
- Sandra Coffey, Administrative Assistant, Eligibility Policy and Outreach Division, Steering Committee Member
- Norman Gaines, AV Specialist, Technology Support
- Sarah Hatton, Deputy of Administration and Coverage, Administrative Review and Approval
- Natalie Pennywell, Outreach & Community Engagement Manager, Facilitator, Steering Committee Member
- Jesus Perez, Civil Rights Compliance Specialist, Closed Captioning
- Sonya Scott, ITS Operations Analyst, Technology Support
- Dorothy Swann, Outreach and Member Engagement Specialist, Steering Committee Member



2024 VIRTUAL MEETING DATES

- Thursday, February 15, 2024
- Thursday, April 18, 2024
- Thursday, June 20, 2024
- Thursday, August 15, 2024
- Thursday, October 17, 2024

Time: 11:00 AM - 12:00 PM



TAKEAWAYS & ADDITIONAL NOTES



TAKEAWAYS/ FOLLOW-UPS



Action Item/Resource/Follow-Up





WRAP UP, ANNOUNCEMENTS AND CLOSING





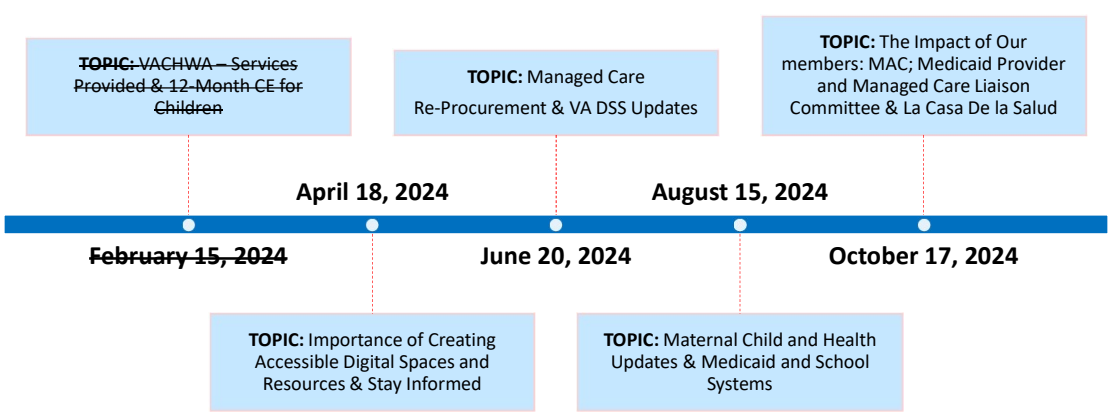
WRAP UP & ANNOUNCEMENTS

Natalie Pennywell
Outreach and Community Engagement Manager
Department of Medical Assistance Services (DMAS)




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2024 Meeting Dates



Date	Topic
February 15, 2024	TOPIC: VACHWA – Services Provided & 12-Month CE for Children
April 18, 2024	TOPIC: Importance of Creating Accessible Digital Spaces and Resources & Stay Informed
June 20, 2024	TOPIC: Managed Care Re-Procurement & VA DSS Updates
August 15, 2024	TOPIC: Maternal Child and Health Updates & Medicaid and School Systems
October 17, 2024	TOPIC: The Impact of Our members: MAC; Medicaid Provider and Managed Care Liaison Committee & La Casa De la Salud



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**Spread the Word about
Virginia Medicaid MAC!**

We take applications
year-round.

Please encourage
members and authorized
representatives to apply!

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





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**Stay
Connected &
Supported!**

- CoverVA.org: <https://coverva.dmas.virginia.gov/>
or <https://cubrevirginia.dmas.virginia.gov/>
- DMAS: <https://www.dmas.virginia.gov/>


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How to Connect to COMET and Keep Informed

- COMET Team
 - Connect to us on Cover Virginia at: <https://www.coverva.org/en/outreach-and-communications-team>
- Help for Medicaid Members in Spanish and Other Languages
 - DMAS has a language and disability access plan outlining how the agency is ensuring meaningful access to all its programs, services and activities for limited English proficiency (LEP) individuals and individuals with disabilities.
 - Website is available in English (www.coverva.dmas.virginia.gov) and Spanish (www.cubrevirginia.dmas.virginia.gov)
 - Some documents are available in additional languages
 - Many documents on the [DMAS website](#) are in English and Spanish
 - Need more information or help with language services, contact CivilRightsCoordinator@dmas.virginia.gov

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Visit www.coverva.org | Call 1-855-242-8282 | TDD: 1-888-221-1590

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Stay Up to Date



Subscribe to stay up to date with Virginia Medicaid. →

← Subscribe to Community Outreach and Member Engagement Team (COMET) information and updates.



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Connect with FAMIS and Cover Virginia

Follow us on FAMIS and Cover Virginia Facebook, Instagram, and Twitter/X pages:



- www.facebook.com/FAMISprograms
- www.facebook.com/CoverVa



Contact us at CoverVirginia@dmas.virginia.gov or
FAMIS@DMAS.virginia.gov



Visit www.coverva.org | Call 1-855-242-8282 | TDD: 1-888-221-1590

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Questions? Thank You!

Contact Information:

Natalie Pennywell & Dorothy "Dot" Swann
 Community Outreach and Member Engagement Team, EPO Division



Department of Medical Assistance Services (DMAS), 600 East Broad Street, Richmond, VA 23219
 Cover Virginia: <https://coverva.dmas.virginia.gov/> ❖ Cover Virginia Email: covervirginia@dmas.virginia.gov



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The Community Stakeholder Meeting (CSM) was established in 2021 and is organized and facilitated by the Community Outreach and Member Engagement Team (COMET) at DMAS. It is held every other month from February - November and invites community stakeholders and advocates to learn more about various topic areas around Virginia Medicaid. It provides attendees with an opportunity to ask questions or request presentations on other areas of interest to better help serve our current and potential Medicaid members. All meetings are open to the public and posted on the [Virginia Regulatory Town Hall website](#).