

The Players and Their Roles

The following is a listing of the important “players” in the FAMIS/Medicaid programs and a listing of their responsibilities.

VA Department of Medical Assistance Services (DMAS)

- *Writing procedure and policy for all state-sponsored health insurance programs*
- *Issuing DMAS ID Cards to all Medicaid/FAMIS recipients*
- *Marketing and outreach for the state sponsored health insurance programs*
- *Monitoring contracts with ACS (FAMIS CPU), Maximus (Managed Care Help Line), Doral Dental (Smiles For Children), Managed Care Organizations, etc.*
- *Issuing payments to providers and contractors*
- *Processing applications and managing the FAMIS Select program*
- *Managing the eligibility appeals process for the Medicaid and FAMIS programs.*
- *Providing trainings and technical assistance to providers and DSS offices*
- *Ensures compliance with all state and federal laws and regulations*

Local Department of Social Services (DSS)

- *Answering inquiries regarding state sponsored health insurance for children and pregnant women*
- *Processing eligibility for FAMIS Plus, Medicaid for Pregnant Women, FAMIS, and FAMIS MOMS (and other categories of Medicaid)*
- *Enrolling approved children/pregnant women into the VaMMIS System*
- *Transferring approved FAMIS/FAMIS MOMS cases to the FAMIS CPU*
- *Ongoing case maintenance of FAMIS Plus/ Medicaid cases – including updating records if change of address occurs*
- *Initiating annual FAMIS Plus/Medicaid renewals and determining ongoing eligibility*
- *Viewing original US citizenship and identity documentation and faxing certified copies of these documents to the FAMIS CPU and its collocated FAMIS Plus Unit for applicants who applied through the CPU*

FAMIS Central Processing Unit (CPU) [Private Contractor: ACS]

- *Monday - Friday, 8AM to 7PM; Saturday 9AM to 12PM – 1-866-873-2647 (TDD 1-888-221-1590)*
- *Answering inquiries regarding state sponsored health insurance for children and pregnant women, including information on eligibility and covered benefits*
- *Translation services via telephone for recipients requiring information in a language other than English (includes Spanish-speaking staff on site)*
- *Taking application information over the telephone, via fax and mail, and processing applications submitted via the eApplication on line at www.famis.org*
- *Screening for Medicaid/FAMIS Plus*
- *Transferring of “Medicaid/FAMIS Plus- Likely” applications with open ADAPT cases to local DSS for eligibility determination and others to FAMIS Plus Unit co-located at CPU for FAMIS Plus and Medicaid for Pregnant Women eligibility determination and enrollment of approved cases into the VaMMIS System*
- *Eligibility processing for FAMIS and FAMIS MOMS*

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FAMIS Central Processing Unit (CPU) [Private Contractor: ACS] (continued)

- Enrolling approved FAMIS children and FAMIS MOMS pregnant women in to the VaMMIS System
- Enrolling of FAMIS/ FAMIS MOMS participants into Managed Care Organizations (MCOs), where applicable
- Checking and providing information on the status of a caller's application via the CPU's database
- Ongoing maintenance of FAMIS and FAMIS MOMS cases, including updating records regarding change of address information
- Tracking client complaints, and providing complaint information to DMAS
- Hosting the FAMIS website, www.famis.org

Managed Care Help Line [Private Contractor: Maximus]

- Monday - Friday, 8:30AM to 6:00PM – 1-800-643-2273 (TDD 1-800-817-6608)
- Providing information about managed care plans and PCPs available to FAMIS Plus/Medicaid clients
- Translation services via telephone for enrollees requiring information in a language other than English.
- Enrollment of Medicaid, FAMIS Plus, and Medicaid for Pregnant Women recipients into Managed Care (Medallion II Managed Care Organizations or MEDALLION Primary Care Providers)
- Eligibility verification for clients
- Assisting clients with resolution of non-clinical health related problems and referring to appropriate resources for resolution of clinical or billing related issues
- Information about EPSDT services, i.e. how to access, scheduling, and related resources
- Tracking client complaints, and providing complaint information to DMAS

Smiles For Children [Private Contractor: Doral Dental]

- Member services: Monday - Friday, 8:00AM to 6PM – 1-888-912-3456 (TTY/TDD 1-800-466-7566)
- Providing dental services for children enrolled in Medicaid, FAMIS Plus and FAMIS (and some limited adults in Medicaid) via their provider network
- Assisting clients with their selection of dental provider
- Verifying eligibility for dental providers (via voice system or online at www.doralusa.com)
- Processing claims and issuing payments to participating providers
- Tracking client complaints, and providing complaint information to DMAS
- Producing member and provider newsletters and member handbook

Managed Care Organizations [Private Contractors: AMERIGROUP, Anthem, CareNet, Optima, and VA Premier]

- Issuing MCO welcome packets and ID Cards for Medicaid, FAMIS Plus, and Medicaid for Pregnant Women recipients in areas of Virginia served by managed care organizations
- Coordinating and monitoring of care to patients
- Providing case and disease management services
- Issuing payments to providers
- Assisting clients with resolution of health care issues
- Managing the appeals process for denied services