

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of Health Care Finance**



**DISTRICT OF COLUMBIA MEDICAL CARE ADVISORY COMMITTEE (MCAC)**

Meeting Minutes  
Wednesday, October 28, 2015  
1:30 pm to 3:00 pm

**Attendance**

Wes Rivers, DC Fiscal Policy Institute  
Carmelita White, DHCF  
Claudia Schlosberg, DHCF  
Marina Havan, DHS  
Zenia Sanchez, Terris, Praylik & Millian, LLP  
Kathleen Millian, Terris, Praylik & Millian, LLP  
Orlando Barrios, Terris, Pravlik & Millian, LLP  
Jessica Foster, Health Management Associates  
F. Sears, Trusted Health Plan  
Lauren Kugel, MFC  
Michael Villafranca, Children's Law Center  
James Christian, AmeriHealth  
Ron Swanda, COA  
Justin Palmer, DCHA  
Racheal Plaskon, DHS  
Justin Stokes, DHCF  
Anthony Proctor, DHCF

Makenzie McIntosh, DHCF  
Krysta Lynn Ricard, DHCF  
Araceli Simbulan, DHCF  
Tamika Fitzgerald, DHCF  
Sharon Augenbaum, DHCF  
Hazelyn Martin Henry, DHCF  
Kevin O'Donnell, DHCF/OGC  
John Wedeles, DHCF  
Colleen Sonosky, DHCF  
Danielle Lewis, DHCF  
Deniz Soyer, DHCF  
Ayesha Smith, DHCF  
Serina Reckling, DHCF  
Yorick Uzes, DHCF  
Constance Yancy, DHCF  
An-Tsun Huang, DHCF  
Robert Howard, DHCF  
Lisa Truitt, DHCF

**Participation via Conference Call:**

Veronica Sharpe, DCHCA  
Chris DeYoung, GW Health Insurance Project  
HSCSN  
DC Primary Care Association  
AARP  
DCHA  
Chelsea Sharon, Legal Aid

Erin Loubier, Whitman Walker  
Judy Levy, DC Long Term Care  
Trusted  
DC CLL  
MedStar HHA  
Monica Brown, DHS

**I. Welcome, Introductions, and Approval of Minutes**

Wes Rivers, MCAC Chair, called the meeting to order at 1:33 p.m. There were fourteen (14) MCAC members present. Mr. Rivers called for a motion to approve the meeting notes of the September 23, 2015, Medical Care Advisory Committee Meeting (MCAC). The motion was seconded and approved, with the exception of one abstention, and an edit to agenda item #II, M1 and D1 Renewals Update - the last two (2) words in the paragraph should read "RFP process."

## II. M1 and D1 Renewals Updates

Claudia Schlosberg stated that the DC Access System (DCAS), the new automated eligibility system, the process of designing, building, and implementing has been not without challenges. It is a very large IT project, and like other states, the District has had challenges. We have managed those challenges with our technical teams that identify the issue, and then work on the technical fixes. We also have programmatic teams composed of both the Department of Human Services (DHS) and the Department of Health Care Finance (DHCF) staff who develop the workarounds and try to address the problems to ensure that we are providing eligibility determinations to beneficiaries. Sometimes a problem is not revealed to us immediately. There is a very organized system for tracking those issues, for tracking progress on resolving them, and for trying to manage them.

Ms. Schlosberg specified that one of the things that is critically important is that we have to rely on you as members of the community, and advocates, to inform us when a beneficiary who has been adversely affected by one of the technical glitches, is in need of immediate assistance. There is a call center, emails are set up, and we are always accessible. Our goal and commitment here is to the people that we serve, to keep them connected to Medicaid, to ensure that they get access to Medicaid as quickly as possible.

She concluded that the project has at times posed challenges. These were technical issues that we could not have necessarily prevented. The issue is how well we are managing them. So we have brought people together to give you an update on where we are on Medicaid applications and renewals.

**DC Health Link MAGI Medicaid Processing** – Danielle Lewis & Katheryne Lawrence, DHCF, provided a presentation regarding DC Health Link MAGI Medicaid Processing (*slide deck available on DHCF's website*).

Following are a few key points from the presentation that were discussed:

- **Update on DCHL Processing** – Enrollment numbers, issues with processing, and renewals. Over 60,000 were added through converted MAGI renewals (M1). Population that is moved from legacy mainframe ACEDS into new DC Health Link.
- **Processing Issues** – Backlog, Malformed cases, and not activated
- **Background** – A set of variables have been identified that meet CMS 'backlog' categorization. These variables are being used to build a data search. These may or may not have Medicaid Benefits.
- **Causes for Backlog**
  - Malformed Cases (Group #1)
  - Remediation Action
- **Application Backlog** – Group 2
  - Approved but not active (Group #2)
  - Remediation action as approved by CMS
- **Renewals**
  - Every year the District determines if a Medicaid member is still eligible to receive Medicaid coverage. This process is called Medicaid renewal.
  - In order to continue to receive health coverage beneficiaries must renew every twelve (12) months.

- **MAGI Renewals Eligibility Categories**
  - Parents/Caretaker relative
  - Infants and Children (0-18 years)
  - CHIP
  - Youth (19-20 years)
  - Childless Adults (21-64)
  - Pregnant Women
- **M1 Renewals vs. D1 Renewals** – There was discussion regarding the differences between M1 converted MAGI renewals and D1 D.C. Health Link renewals
- **MAGI Renewals Outreach Efforts**
  - Mailings and postcards to individuals and families due to renewal Medicaid Coverage
  - Robo Calls
  - Managed Care Outreach Efforts
- **MCO Outreach Timeline for MAGI Renewals**
- **M1/D1 Renewals Update**
- **Converted MAGI Medicaid Renewals (M1)**
- **D1 Renewals Metrics**
- **Renewal Processing Issues (tracked at case level)**
  - Malformed Cases (Group 1)
  - Address Conversion (Group 3)
- **Group 1 & 3**
  - Background
  - Remediation Plan – Passive
  - Remediation Plan Non-Passive
  - For ongoing cases effect by defects
- **If You Encounter a Problem**
  - Call Center Contact & Fair Hearing Information: (855) 532-5465, hours 8:00 am – 5:30 pm
  - In-Person at Service Center: Information given for each Service Center (*for additional details, please see slide deck on DHCF's website*)

In addition, Marina Havan, DHS and Kathryn Lawrence, DHCF discussed issues regarding applications that have not been processed due to problems with the renewal applications. There were several questions regarding the application process. Katheryne Lawrence stated that she will provide the link to the DCAS Webinar again, which will provide details regarding the application process.

Ms. Havan stated that the software problem will be resolved once the software has been upgraded and she reported on enrollment numbers and remediation plans. She also stated that teams are working overtime on weekdays in the evenings and on weekends on the backlogs to track pending applications.

Ms. Lawrence discussed the remediation plan for renewal forms from May – October. There was some discussion regarding renewal forms that were not received by beneficiaries whose addresses were affected by the software issue. She said that those individuals would be contacted.

Ms. Lawrence was asked if she could provide the PowerPoint. She stated that she would and that it will be emailed, and made available on DHCF's website.

Wes Rivers stated that beginning the January cycle we will have a large influx of renewals being brought into the service centers. He asked if DHS has enough staff to process the applications. Ms. Havan stated that they have fifty (50) people who have been planning for this.

Ms. Schlosberg provided some good news from CMS. She reported that the amendments to the EPD Waiver were approved by CMS. It will be implemented on January 1, 2016. A new emergency rule for Personal Care Assistance Services was adopted on October 27, 2015. It should be published in the DC Register this Friday. Also, a vendor has been selected for Participant Directed Services. We hope to have it completed by November 15, 2015.

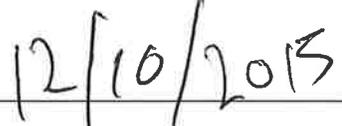
Lastly, Ms. Schlosberg reported that DHCF has had to suspend payments to another home health agency based on credible allegations of fraud. We have been in the process of moving and transitioning beneficiaries to other home health providers.

**III. Adjournment**

The meeting was adjourned at 3:06 pm

**Approval of Minutes:**

  
\_\_\_\_\_  
Wes Rivers, MCAC Chair

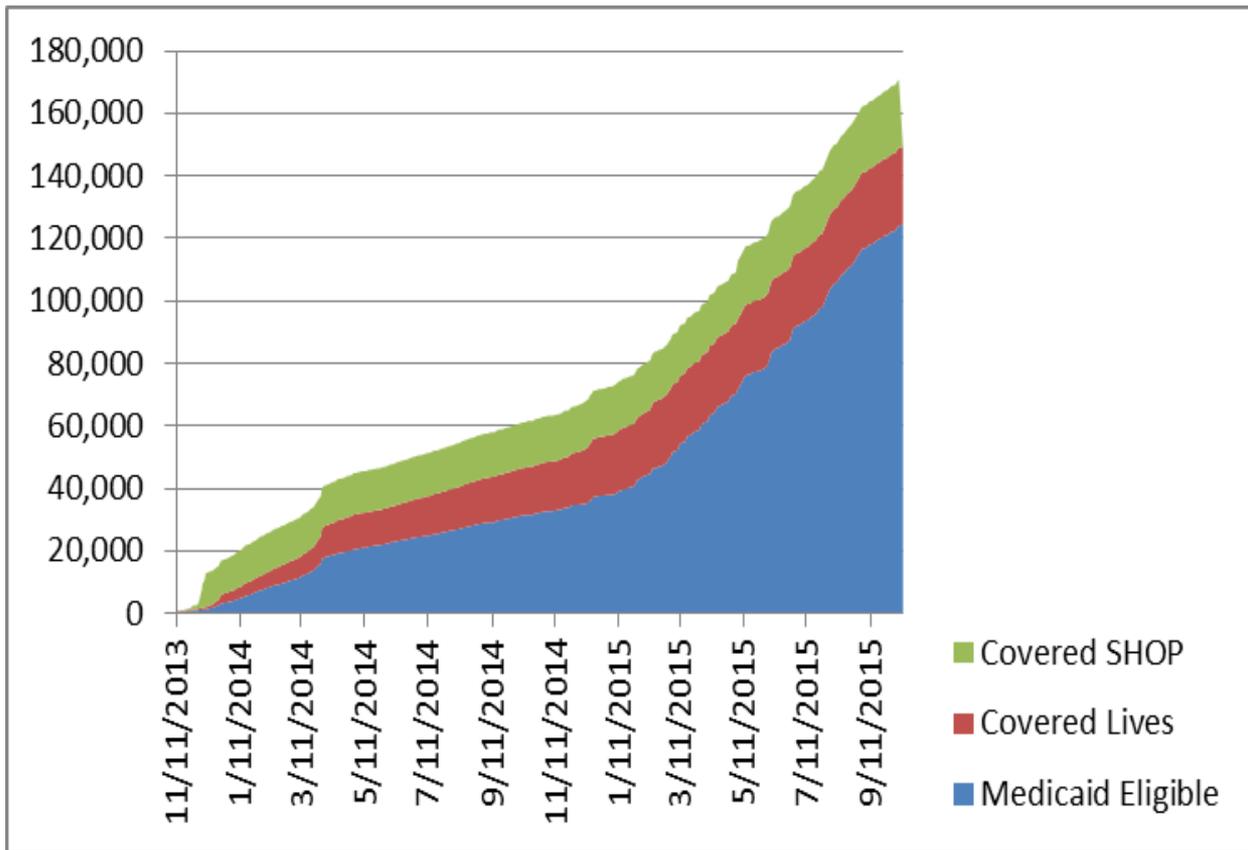
  
\_\_\_\_\_  
Date

DC Health Link  
MAGI Medicaid Processing  
MCAC Update  
October 28, 2015

# Update on DCHL Processing October 2015

- Enrollment Numbers
- Issues with processing
- Renewals

# DC Health Link People Applied (Medicaid)



Over 60,000 added through converted MAGI renewals (M1) Population that is moved from legacy mainframe ACEDS into new DC Health Link

# Processing Issues

- “Backlog”
  - Malformed Cases
  - Not Activated

# Background

We have identified a set of variables that meet CMS 'backlog' categorization. We are using these variables to build a data search. These may or may not have Medicaid Benefits.

## What is the "Pending Application Backlog"?

- When an individual or family applies for MAGI Medicaid, their application must be dispositioned within 45 days
- Applications are considered "pending" until all household members have received a determination – which often requires providing documentation
- Applications still pending after 45 days are considered "backlog"

# Causes for Backlog

## Malformed Cases (Group #1)

- **Background:** Cases in DCHL must have a certain amount of information for the system to fully create a case. A malformed case is a case that did not generate all the information to create a full formed case when it was entered into the system because of a technical system issue.

## Remediation Action

- Malformed Cases are currently being worked and Reviewed by designated teams at ESA and DHCF.

# Application Backlog – Group 2

## Approved But Not Active (Group #2)

- **Background:** In the Spring we discovered that a report used to monitor pending applications was no longer accurate. This discovery initiated a renewed focus on the pending applications. The result of that analysis is a breakdown of application cases backlog, with a count for each category that the District must process manually. This was developed in Mid-May. Based on guidance from CMS, since then the District has developed systematic cleanup approaches and reports/instructions for manual cleanup since then. Populations are broken down and identified by Bucket number. This allowed the District to create a manual process to review each case.

## Remediation Action as Approved by CMS

- An additional 10 person team is currently assigned to this project for weekly backlog processing beginning week of 10/19
- DHS has **re-invigorated training**, and the overtime work on Saturdays has already greatly improved skill and experience levels with the new system
- A new **Daily Backlog Prevention Report** is being developed to track pending applications at 15/30/60 days
- A major **system upgrade planned for March 2016** will further improve system performance and automatically close applications after 45 days

# Renewal

# Renewals

- Every year the District determines if a Medicaid member is still eligible to receive Medicaid coverage. This process is called Medicaid renewal.
- In order to continue to receive health coverage beneficiaries must renew every 12 months.

# MAGI Renewals Eligibility Categories



Parents/Caretaker relative



- Infants and Children (0-18 years)
- CHIP
- Youth (19-20 years)



Childless Adults (21-64)



Pregnant Women

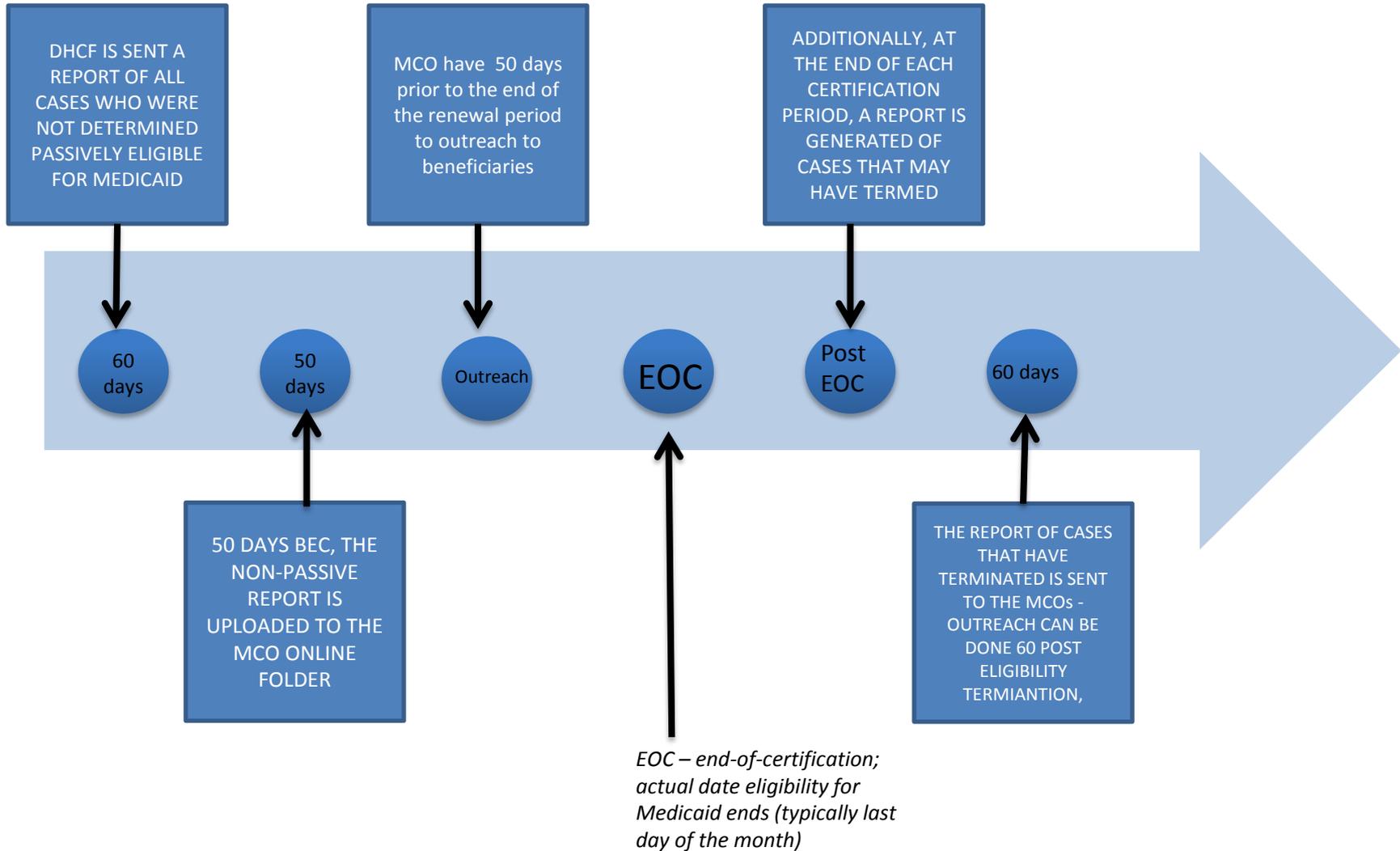
# M1 Renewals vs. D1 Renewals

<b>M1(Converted MAGI Renewals)</b>	<b>D1(D.C. Health Link Renewals)</b>
Individuals who are in the ACEDS(legacy system) who need to be determined under MAGI Methodology	Individuals who applied for health coverage in DC Health Link beginning October 2013
M1 renewals started in January 2015	D1 renewals started in September 2015
M1 renewals are scheduled to be completed by December 31, 2015. Once conversion completed, all renewals would be considered D1.	D1 renewals will continue on an on-going basis
M1 renewals can be completed on line, by phone, mail, fax, or in person	D1 renewals can be completed by phone, mail, fax, or in person
Passive renewal functionality exist for M1 renewals	Temporally passive renewal functionality does not work for D1 Renewals.

# MAGI Renewals Outreach Efforts

- Mailings and postcards to individuals and families due to renewal Medicaid coverage
- Robo Calls
- Managed Care Outreach Efforts

# MCO Outreach Timeline for MAGI Renewals



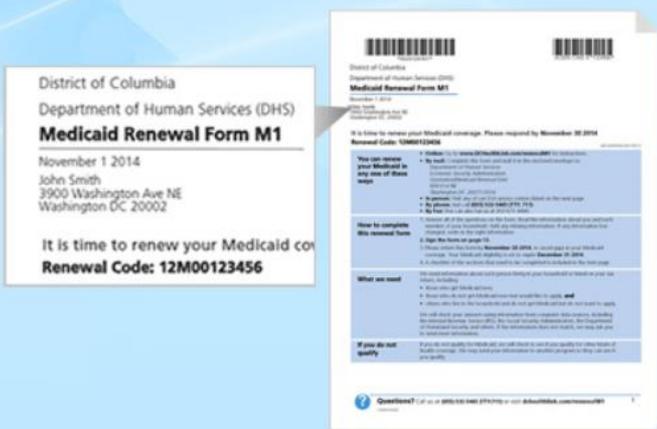
BEC – before-end-of-certification; date in which eligibility is slated to terminate

DMC – Division of Managed Care; division at DHCFS that oversees the contracts with the MCOs

# M1/D1 Renewals Update

- We are processing D1 Renewals for both end of October and November
- For forms that are incomplete (not signed, or questions not answered, etc.), the Renewal team attempts to contact customers.
- The D1 Renewal Team also attempts to contact customers for D1 Renewals returned by USPS.
- We have had a lower number of forms returned for September and October but expecting this to pick up in the next two weeks and the grace period.
- November cycle will have larger numbers than September and October.

## Medicaid Renewal Form M1 >



District of Columbia  
Department of Human Services (DHS)  
**Medicaid Renewal Form M1**  
November 1 2014  
John Smith  
3900 Washington Ave NE  
Washington DC 20002

**It is time to renew your Medicaid coverage.  
Renewal Code: 12M00123456**

DC HEALTH LINK  
Get the facts. Get covered.

**Medicaid Renewal Form M1**  
It is time to renew your Medicaid coverage. Please respond by **November 30 2014**.

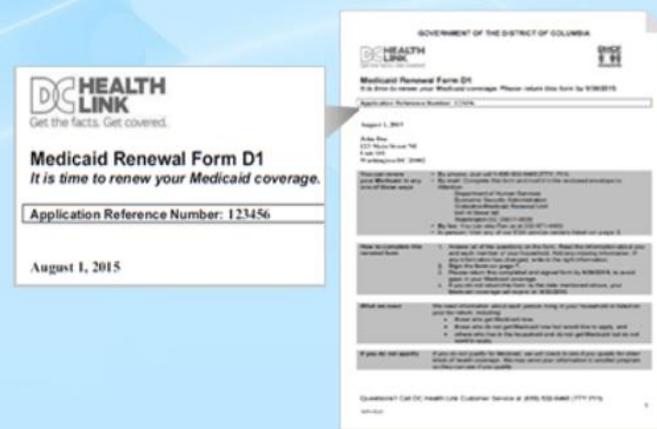
**You can receive your Medicaid benefits only if you do these things:**

- You must live in the District of Columbia.
- You must be a U.S. citizen or a qualified non-citizen.
- You must be at least 18 years old.
- You must be a resident of the District of Columbia.
- You must be a member of one of the following categories:

**What we need:**

- A copy of your driver's license or state-issued identification card.
- A copy of your Social Security card.
- A copy of your current address.
- A copy of your current income tax return.
- A copy of your current health insurance information.
- A copy of your current Medicaid information.

## Medicaid Renewal Form D1 >



DC HEALTH LINK  
Get the facts. Get covered.

**Medicaid Renewal Form D1**  
*It is time to renew your Medicaid coverage.*

Application Reference Number: 123456

August 1, 2015

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DC HEALTH LINK  
Get the facts. Get covered.

**Medicaid Renewal Form D1**  
It is time to renew your Medicaid coverage. Please return this form by **NOVEMBER 30 2014**.

Application Reference Number: 123456

August 1, 2015

John Smith  
3900 Washington Ave NE  
Washington DC 20002

**What we need:**

- A copy of your driver's license or state-issued identification card.
- A copy of your Social Security card.
- A copy of your current address.
- A copy of your current income tax return.
- A copy of your current health insurance information.
- A copy of your current Medicaid information.

# Converted MAGI Medicaid Renewals (M1)

Cycle	# of Passive Cases	# of Non-Passive Cases	# of 30 Day Notices Sent
End of Jan Certification	2,734	1,638	1,447
End of Feb Certification	3,231	2,888	2,548
End of Mar Certification	3,228	2,703	2,386
End of Apr Certification	3,016	2,428	2,225
End of May Certification	3,277	2,596	2,520
End of Jun Certification	3,958	3,479	3,036
End of Jul Certification	3,697	3,193	2,721
End of Aug Certification	3,682	3,227	2,977
End of Sep Certification	3,171	3,080	2,677
End of Oct Certification	2,506	2,379	2,150
End of Nov Certification	2,199	2,279	2,079
<b>TOTAL</b>	<b>34,699</b>	<b>29,890</b>	<b>26,766</b>

Updated as of 10/26/2015

# D1 Renewals Metrics

	September Cycle	October Cycle	November Cycle
# of Cases	1,056	854	2,048
# of Renewal forms Received	381	247	262
Percent of Forms Submitted by Beneficiaries for Processing	36%	29%	13%
# of Incomplete Forms	34	21	8
# of Processed Renewal Forms	314	193	168
# of Renewal Forms with Errors	2	1	3
# of In-progress Renewal Forms	19	18	27
# of Renewal Forms Returned by USPS	98	56	76
# of Renewal Forms Resent to Customer	21	29	16

Updated as of 10/26/2015

# Renewal Processing Issues (tracked at case level)

## Malformed Cases (Group 1)

- Same as application processing (see next slide)

## Address Conversion (Group 3)

- **Background:** While working on a Saturday in October we discovered that there was an unusual amount and type of returned mail for the M1 Renewal population. M1 renewals is a conversion process of pre-ACA cases to MAGI Medicaid cases. As part of conversion from our legacy system ACEDS to DCHL, special characters were being created in the address. An investigation revealed that The program used to remove these characters resulted in errors throughout the address field.
- **Issue Already Fixed:** The District has fixed this issue for the November and December cycle.

# Group 1

**Background:** Cases in DCHL must have a certain amount of information for the system to fully create a case. A malformed case is a case that did not generate all the information to create a full formed case when it was entered into the system.

## Remediation Plan - Passive

- If terminated, the District is manually activating Medicaid immediately back to the date of termination.
- The District is manually sent notices regarding this action and reimbursement information for any claims to the beneficiaries.
- **Started October 24, 2015**

## For ongoing cases effected by this defect

- **The District will extend Medicaid Coverage manually to ensure continued coverage.**
- Defect is being addressed by the technical team.

## Remediation Plan Non-Passive

- If terminated, the District will activate Medicaid immediately back to the date of termination. The District will send the beneficiaries a notice regarding reimbursement information.
- Technical analysis will be done by IT to jump start processing of pre-populated form.
- Once the case is processed, the District will leverage electronic sources to resolve any outstanding verifications. If unable to resolve electronically, the District may reach out to an individual for additional documentation. The individual will have coverage during that time.
- **Call with CMS October 29, 2015 to discuss**

## For ongoing cases effected by this defect

- **The District will extend Medicaid manually to ensure continued coverage.**
- Technical analysis will be done by IT to correct defect and jump start processing of pre-populated form.
- Once the case is processed, the District will leverage electronic sources to resolve any outstanding verifications. If unable to resolve electronically, the District may reach out to an individual for additional documentation. **The individual will have coverage during that time.**

# Group 3

**Background:** While working on a Saturday in October we discovered that there was an unusual amount and type of returned mail for the M1 Renewal population. M1 renewals is a conversion process of pre-ACA cases to MAGI Medicaid cases. As part of conversion from our legacy system ACEDS to DCHL, special characters were being created in the address. An investigation revealed that the program used to remove these characters resulted in errors throughout the address field.

## Remediation Plan- Passive

- **The defect has already been fixed**
- The District will manually resend a notice informing passive renewal beneficiaries of their continued Medicaid eligibility and new certification period.

## Remediation Plan – Non Passive

- **The defect has already been fixed**
- If terminated, the District will activate the Medicaid immediately back to the date of termination. The District will send the beneficiaries a notice with a reimbursement form for that period.
- **The District is consulting with CMS for guidance. Call scheduled for October 29.**

## For ongoing cases effected by this defect

- The District corrected the address defect and has already resent all the renewal forms for the November cycle.

# If You Encounter a Problem

- Call Contact Center

(855)532-5465 hours 8:00am – 5:30pm

- In-Person at Service Center

Service Center	Address	Phone	Fax
Anacostia	2100 Martin Luther King Avenue, SE, Washington, DC 20020	(202) 645-4614	(202) 727-3527
Congress Heights	4001 South Capitol Street, SW, Washington, DC 20032	(202) 645-4525	(202) 645-4524
Fort Davis	3851 Alabama Avenue, SE, Washington, DC 20020	(202) 645-4500	(202) 645-6205
H Street *	645 H Street, NE, Washington, DC 20002	(202) 698-4350	202) 724-8964
Taylor Street	1207 Taylor Street, NW, Washington, DC 20011	(202) 576-8000	202) 576-8740

- Request Fair Hearing – (855)532-5465 hours 8:00am – 5:30pm

- If you have an urgent application or renewal need you may email:

[DCMedicaidquestions@dc.gov](mailto:DCMedicaidquestions@dc.gov)

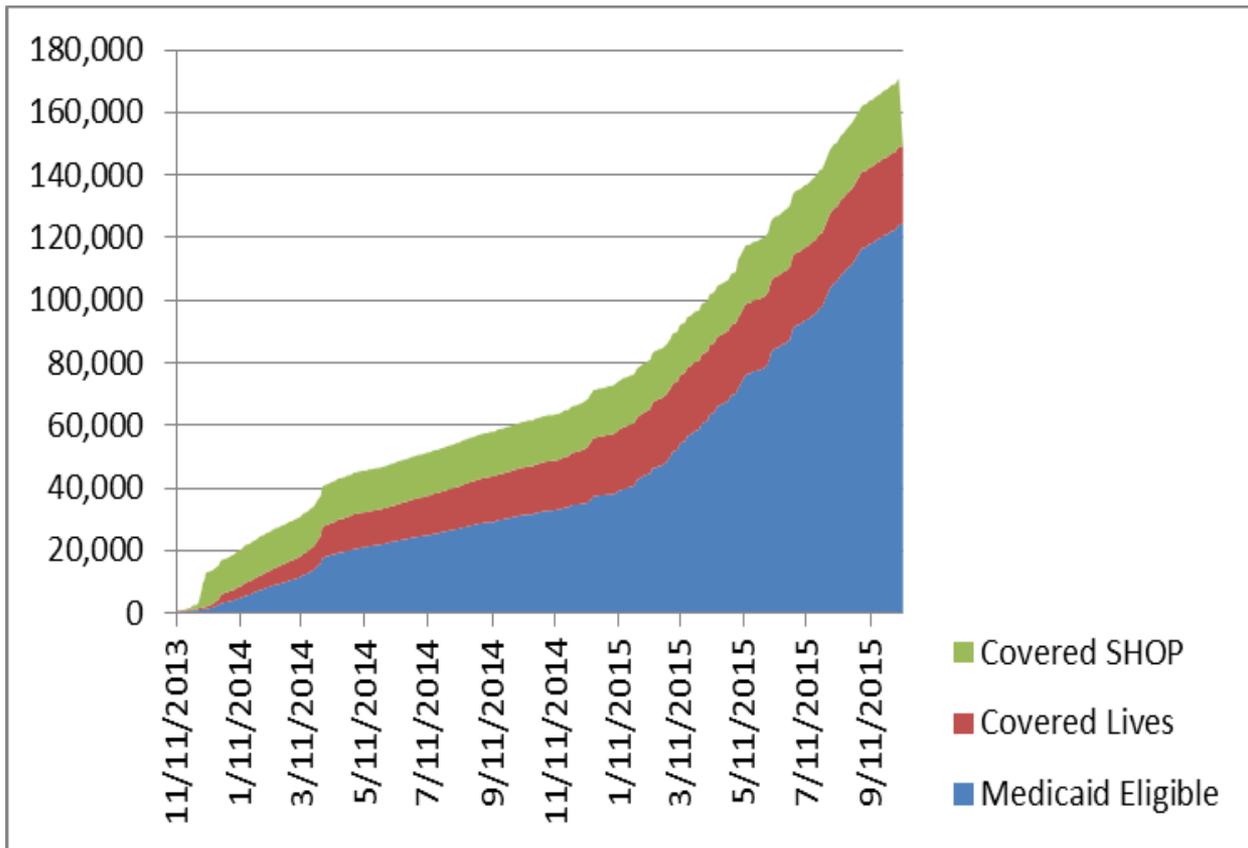
- Contact Ombudsman's Office(202)724-7491 or (877)685-6391

DC Health Link  
MAGI Medicaid Processing  
MCAC Update  
October 28, 2015

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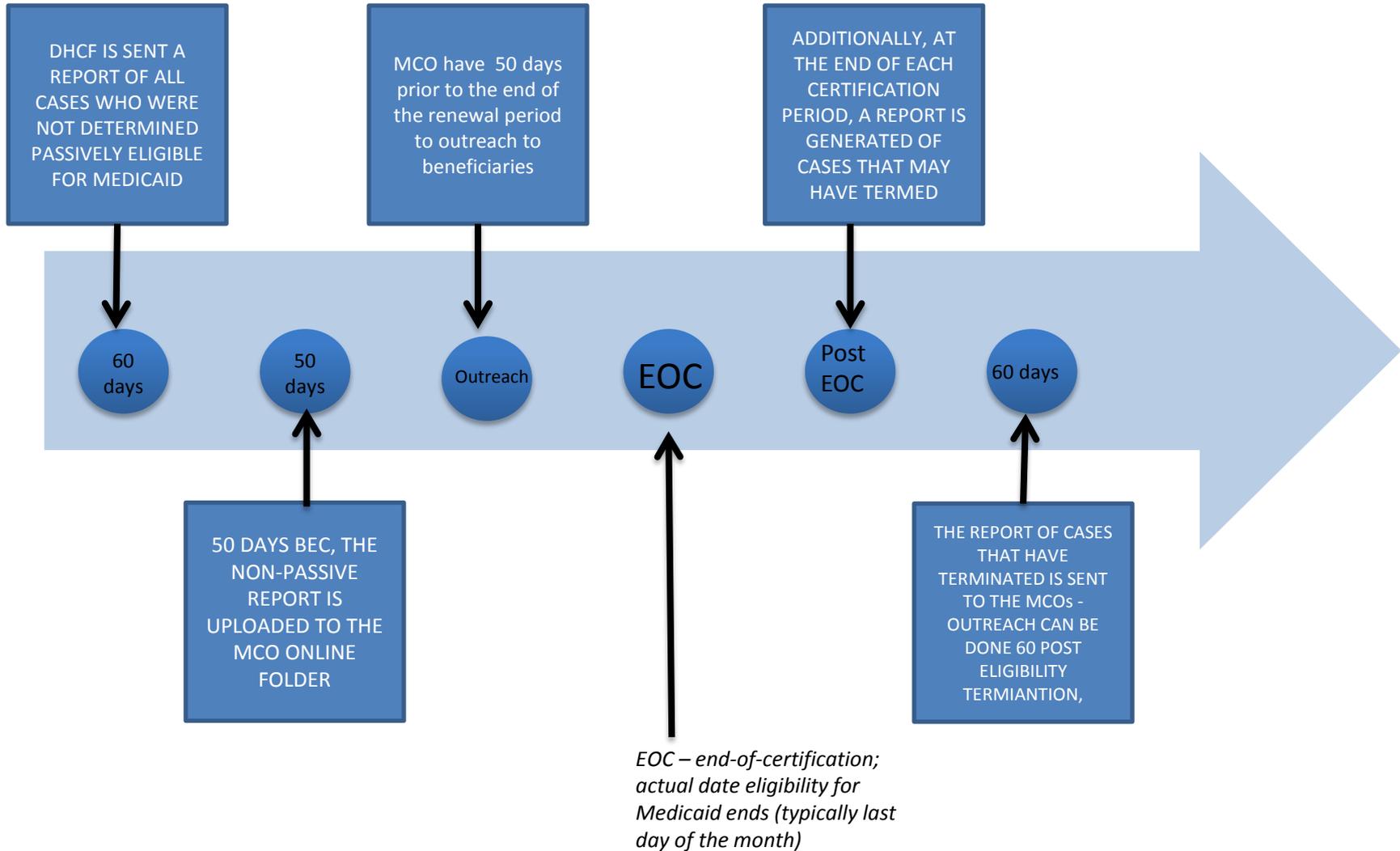
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# MCO Outreach Timeline for MAGI Renewals



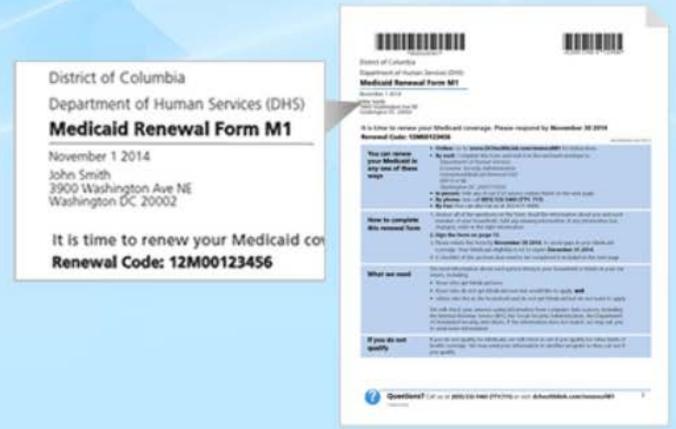
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## Medicaid Renewal Form M1 >



District of Columbia  
Department of Human Services (DHS)  
**Medicaid Renewal Form M1**  
November 1 2014  
Johns Smith  
3900 Washington Ave NE  
Washington DC 20002

**It is time to renew your Medicaid coverage.  
Renewal Code: 12M00123456**

It is time to renew your Medicaid coverage. Please respond by November 30 2014.  
Renewal Code: 12M00123456

**You can renew your Medicaid in any one of these ways:**

- **Online:** Visit [www.dhs.dc.gov/medicaid](http://www.dhs.dc.gov/medicaid) to complete your renewal online.
- **By mail:** Complete and mail your renewal form to the address on the form.
- **In person:** Visit any of our offices to complete your renewal in person.

**When to complete this renewal form:**

- If you are currently on Medicaid coverage, you must complete this form by **November 30 2014**.
- If you are not currently on Medicaid coverage, you must complete this form by **December 15 2014**.

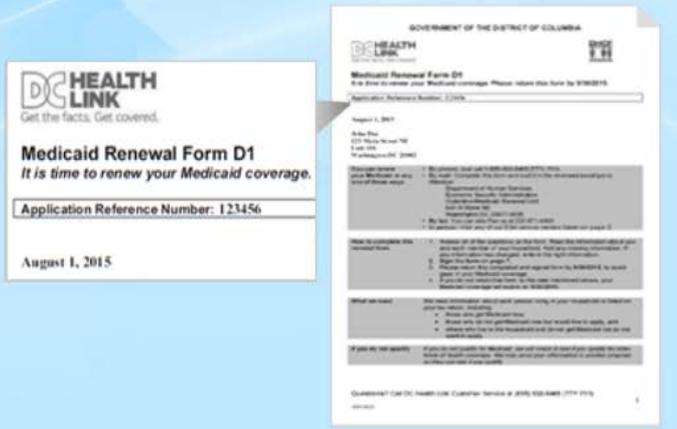
**What we need:**

- A valid photo ID.
- A current address and phone number.
- A current Social Security Number (SSN).
- A current list of all health insurance coverage you have or expect to have in the next 60 days.
- A current list of all income sources you have or expect to have in the next 60 days.
- A current list of all assets you own or expect to own in the next 60 days.

**If you do not qualify:**

- If you are not currently on Medicaid coverage, you may be eligible for other forms of public benefits. We will contact you if you are eligible for any other public benefits.

## Medicaid Renewal Form D1 >



DC HEALTH LINK  
Get the facts. Get covered.

**Medicaid Renewal Form D1**  
*It is time to renew your Medicaid coverage.*

Application Reference Number: 123456

August 1, 2015

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DC HEALTH LINK  
Medicaid Renewal Form D1  
It is time to renew your Medicaid coverage. Please return this form by 9/30/2015.  
Application Reference Number: 123456

Name: J. SMITH  
Address: 3900 Washington Ave NE  
City: Washington DC 20002

**When to complete this renewal form:**

- If you are currently on Medicaid coverage, you must complete this form by **September 30 2015**.
- If you are not currently on Medicaid coverage, you must complete this form by **October 15 2015**.

**What we need:**

- A valid photo ID.
- A current address and phone number.
- A current Social Security Number (SSN).
- A current list of all health insurance coverage you have or expect to have in the next 60 days.
- A current list of all income sources you have or expect to have in the next 60 days.
- A current list of all assets you own or expect to own in the next 60 days.

**If you do not qualify:**

- If you are not currently on Medicaid coverage, you may be eligible for other forms of public benefits. We will contact you if you are eligible for any other public benefits.

# Converted MAGI Medicaid Renewals (M1)

Cycle	# of Passive Cases	# of Non-Passive Cases	# of 30 Day Notices Sent
End of Jan Certification	2,734	1,638	1,447
End of Feb Certification	3,231	2,888	2,548
End of Mar Certification	3,228	2,703	2,386
End of Apr Certification	3,016	2,428	2,225
End of May Certification	3,277	2,596	2,520
End of Jun Certification	3,958	3,479	3,036
End of Jul Certification	3,697	3,193	2,721
End of Aug Certification	3,682	3,227	2,977
End of Sep Certification	3,171	3,080	2,677
End of Oct Certification	2,506	2,379	2,150
End of Nov Certification	2,199	2,279	2,079
<b>TOTAL</b>	<b>34,699</b>	<b>29,890</b>	<b>26,766</b>

Updated as of 10/26/2015

# D1 Renewals Metrics

	September Cycle	October Cycle	November Cycle
# of Cases	1,056	854	2,048
# of Renewal forms Received	381	247	262
Percent of Forms Submitted by Beneficiaries for Processing	36%	29%	13%
# of Incomplete Forms	34	21	8
# of Processed Renewal Forms	314	193	168
# of Renewal Forms with Errors	2	1	3
# of In-progress Renewal Forms	19	18	27
# of Renewal Forms Returned by USPS	98	56	76
# of Renewal Forms Resent to Customer	21	29	16

Updated as of 10/26/2015

# Renewal Processing Issues (tracked at case level)

## Malformed Cases (Group 1)

- Same as application processing (see next slide)

## Address Conversion (Group 3)

- **Background:** While working on a Saturday in October we discovered that there was an unusual amount and type of returned mail for the M1 Renewal population. M1 renewals is a conversion process of pre-ACA cases to MAGI Medicaid cases. As part of conversion from our legacy system ACEDS to DCHL, special characters were being created in the address. An investigation revealed that The program used to remove these characters resulted in errors throughout the address field.
- **Issue Already Fixed:** The District has fixed this issue for the November and December cycle.

# Group 1

**Background:** Cases in DCHL must have a certain amount of information for the system to fully create a case. A malformed case is a case that did not generate all the information to create a full formed case when it was entered into the system.

## Remediation Plan - Passive

- If terminated, the District is manually activating Medicaid immediately back to the date of termination.
- The District is manually sent notices regarding this action and reimbursement information for any claims to the beneficiaries.
- **Started October 24, 2015**

## For ongoing cases effected by this defect

- **The District will extend Medicaid Coverage manually to ensure continued coverage.**
- Defect is being addressed by the technical team.

## Remediation Plan Non-Passive

- If terminated, the District will activate Medicaid immediately back to the date of termination. The District will send the beneficiaries a notice regarding reimbursement information.
- Technical analysis will be done by IT to jump start processing of pre-populated form.
- Once the case is processed, the District will leverage electronic sources to resolve any outstanding verifications. If unable to resolve electronically, the District may reach out to an individual for additional documentation. The individual will have coverage during that time.
- **Call with CMS October 29, 2015 to discuss**

## For ongoing cases effected by this defect

- **The District will extend Medicaid manually to ensure continued coverage.**
- Technical analysis will be done by IT to correct defect and jump start processing of pre-populated form.
- Once the case is processed, the District will leverage electronic sources to resolve any outstanding verifications. If unable to resolve electronically, the District may reach out to an individual for additional documentation. **The individual will have coverage during that time.**

# Group 3

**Background:** While working on a Saturday in October we discovered that there was an unusual amount and type of returned mail for the M1 Renewal population. M1 renewals is a conversion process of pre-ACA cases to MAGI Medicaid cases. As part of conversion from our legacy system ACEDS to DCHL, special characters were being created in the address. An investigation revealed that the program used to remove these characters resulted in errors throughout the address field.

## Remediation Plan- Passive

- **The defect has already been fixed**
- The District will manually resend a notice informing passive renewal beneficiaries of their continued Medicaid eligibility and new certification period.

## Remediation Plan – Non Passive

- **The defect has already been fixed**
- If terminated, the District will activate the Medicaid immediately back to the date of termination. The District will send the beneficiaries a notice with a reimbursement form for that period.
- **The District is consulting with CMS for guidance. Call scheduled for October 29.**

## For ongoing cases effected by this defect

- The District corrected the address defect and has already resent all the renewal forms for the November cycle.

# If You Encounter a Problem

- Call Contact Center

(855)532-5465 hours 8:00am – 5:30pm

- In-Person at Service Center

Service Center	Address	Phone	Fax
Anacostia	2100 Martin Luther King Avenue, SE, Washington, DC 20020	(202) 645-4614	(202) 727-3527
Congress Heights	4001 South Capitol Street, SW, Washington, DC 20032	(202) 645-4525	(202) 645-4524
Fort Davis	3851 Alabama Avenue, SE, Washington, DC 20020	(202) 645-4500	(202) 645-6205
H Street *	645 H Street, NE, Washington, DC 20002	(202) 698-4350	202) 724-8964
Taylor Street	1207 Taylor Street, NW, Washington, DC 20011	(202) 576-8000	202) 576-8740

- Request Fair Hearing – (855)532-5465 hours 8:00am – 5:30pm
- If you have an urgent application or renewal need you may email:

[DCMedicaidquestions@dc.gov](mailto:DCMedicaidquestions@dc.gov)

- Contact Ombudsman's Office(202)724-7491 or (877)685-6391