Department of Medical Assistance Services
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https://dmas.virginia.gov

MEDICAID BULLETIN

Last Updated: 12/15/2023

12-Month Continuous Eligibility (CE) for Children – Implementation of Mandated Provision of the Consolidated Appropriations Act of 2023

The purpose of this bulletin is to notify providers and Managed Care Organizations (MCOs) that, effective January 1, 2024, DMAS will implement 12-month continuous eligibility (CE) for children under age 19 in Medicaid and Family Access to Medical Insurance Security (FAMIS), in accordance with federal mandate.

Section 5112 of the Consolidated Appropriations Act (CAA) 2023 amended sections 1902(e)(12) and 2107(e)(1) of the Social Security Act to make it mandatory for states to provide 12 months of continuous eligibility for children under age 19 in Medicaid and the Children's Health Insurance Program (CHIP) (called FAMIS in Virginia), with limited exceptions. Continuous eligibility means the child remains enrolled for a protected 12-month period, during which their coverage cannot be reduced or terminated regardless of changes in circumstance. Changes in circumstance that will no longer impact eligibility until the end of the child's CE period include, but are not limited to, an increase in household income, loss of SSI, or a FAMIS-enrolled child obtaining other qualifying health coverage.

There are limited exceptions to the CE requirement. Those that apply to Virginia are listed below.

- Aging out: Coverage under a children's eligibility group will end at the end of the calendar month in which the individual turns 19. The individual will be evaluated for ongoing coverage as an adult and enrolled, if eligible.
- Moving out of state: Coverage ends at the end of the month in which the child ceases to be a Virginia resident.
- Death of the enrolled child.
- The child or their representative requests termination of the child's coverage.
- The agency determines that eligibility was erroneously granted at the most recent determination, redetermination, or renewal of eligibility because of agency error or

fraud, abuse, or perjury attributed to the child or the child's representative.

Medicaid-enrolled children may not be moved into FAMIS during a CE period as this is a reduction in coverage. FAMIS-enrolled children may be moved into Medicaid during a CE period but must remain in Medicaid for the duration of the 12-month CE period or be given a new 12-month CE period when the change occurs.

For additional details regarding the 12-month continuous eligibility for children requirement, please refer to the Virginia Medicaid Eligibility Manual.

PROVIDER CONTACT INFORMATION & RESOURCES

Virginia Medicaid Web Portal **Automated Response System (ARS)** Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	https://vamedicaid.dmas.virginia.gov/
Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
Acentra Health Service authorization information for fee-for-service members.	https://dmas.kepro.com/
Provider Appeals DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.	https://www.dmas.virginia.gov/appeals/

Managed Care Programs

Cardinal Care Managed Care and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.

Cardinal Care Managed Care	https://www.dmas.virginia.gov/for-providers/managed-care/cardinal-care-managed-care/
PACE	http://www.dmas.virginia.gov/#/longtermprograms

Acentra Health Behavioral Health Services	https://dmas.kepro.com/
Provider Enrollment	In-State: 804-270-5105 Out of State Toll Free: 888-829-5373 Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com
Provider HELPLINE Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.	1-804-786-6273 1-800-552-8627
Aetna Better Health of Virginia	https://www.aetnabetterhealth.com/virginia/providers/index.html 1-800-279-1878
Anthem HealthKeepers Plus	http://www.anthem.com/ 1-800-901-0020
Molina Complete Care	1-800-424-4524 https://www.molinahealthcare.com/providers/va/medicaid/home.aspx
Sentara Family Care	1-800-643-2273
Optima Health United Healthcare	Optima Health 1-844-512-3172 www.uhcprovider.com/ 1-844-284-0149
Dental Provider DentaQuest	1-888-912-3456