

Annual Public Forum
Virginia Governor's Access Plan for the Seriously Mentally Ill (GAP)
1115 Demonstration Waiver #11-W-00297/3
Year 1 -2016

The Virginia Department of Medical Assistance Services (DMAS) conducted a Listening Tour traveling across the state to provide the public with an update on the status and progress of the GAP Waiver and to solicit public comment.

Schedule and Locations:

| Date | Location |
|-----------|----------------|
| 5/9/2016 | Richmond |
| 5/11/2016 | Virginia Beach |
| 5/24/2016 | Roanoke |
| 5/25/2016 | Abingdon |
| 6/13/16 | Fairfax |

Public Notice:

DMAS posted notification of the Listening on the GAP website and the DMAS training unit sent email blasts to providers that had provided DMAS email contacts/addresses. DMAS also sent notification to behavioral health consumer run programs (non-Medicaid providers) and to the SMI screening entities to alert them of the Listening Tour

Public Comment Received:

Again this year, attendees voiced concerns that the following services were not included: inpatient, emergency room and transportation. Most comments were questions about clarifying process for applying for eligibility and voicing concerns about correspondence from Cover Virginia about renewal process not being received by the member due to their transient lifestyles/conditions. In response, DMAS, Cover Virginia and Magellan developed a process for Cover Virginia to alert Magellan of GAP members who were at risk of losing their eligibility due to either inadequate or lack of response to requests form Cover Virginia in order to process their renewals. Magellan's Recovery Navigators provided outreach and encouraged members they could reach to complete the eligibility renewal process. Due to the success of this strategy, all parties agreed to continue the process throughout the demonstration.