

The Virgin Islands Consortium

Dept. of Human Services Medicaid Division Launches 'MedicaidNow' Messaging System for Medicaid Clients and Providers

Community Center / **Published On July 01, 2021 02:48 PM /**

Staff Consortium **July 01, 2021**



The V.I. Department of Human Services Medical Assistance Program (MAP) today announced the launch of a critical messaging program for all Medicaid clients and providers called the “MedicaidNow” text messaging system.

D.H.S. said the MedicaidNow instant messaging system provides real-time alerts and messages and seeks to improve the overall delivery of Medicaid services by reminding clients and providers of status and event changes such as: changes to benefits, re-certification deadlines, benefit or agreement expiration, document reviews/submittal, and

more. The MedicaidNow announcements will be delivered in a timely, secure, and confidential manner as long as client and providers opt-in (sign up) for the service, according to the release.

“As MAP seeks to modernize and facilitate communication efforts between the Department, Medicaid clients and Medicaid providers, this texting / messaging service was selected as a way to facilitate faster, more responsive communication,” said Medicaid Director Gary Smith.

D.H.S. Commissioner Kimberley Causey Gomez expressed her enthusiasm for the project. “It is a well-known fact that text messaging is much faster and more effective for time sensitive, short communications vs. traditional postal mail or even email service. Our goal is to harness technology for the good of all of our members and providers,” she said.

For any Medicaid members to opt-in or opt-out of the messaging system, Medicaid clients and providers may visit the following link: <http://mainhsmcmedicaid.mkiosk.info/?1600>, from their smartphone or computer, or by entering their information at dedicated kiosks, or by visiting the following DHS Medicaid office locations:

St. Thomas:

- Knud Hansen Complex
- 1303 Hospital Ground
- (340) 774-0930

St. Croix:

- 41B Mars Hill Rd
- Frederiksted, VI 00840
- (340) 772-7100

St. John:

- STJ Multipurpose Building
- Cruz Bay, St. John
- (340) 776-6334

Signing up on-site or at dedicated kiosks allows for staff to be able to immediately answer questions and help trouble shoot problems for clients entering information. A kiosk (tablet) is presently available at the Knud Hansen Complex in St. Thomas. Members will be updated following the establishment of kiosks in St. Croix and in St. John.

Once Medicaid clients and providers are signed up, all critical messages that need to be shared with USVI Medicaid members and providers will be sent via text and e-mail messaging. The Medicaid Division is continually improving and identifying ways to be more effective in keeping in touch with clients and providers.

The Medicaid/CHIP Division is a federally funded assistance program that provides health insurance coverage to qualified residents of the US Virgin Islands. Eligible covered groups include adults, children, pregnant women, aged adults, and people with

disabilities that meet financial and non-financial criteria, such as residency, immigration status, and citizenship. Uninsured or under-insured individuals may contact the DHS Medicaid office to begin the application process. The Medicaid application can be found here:

http://www.dhs.gov.vi/financial_programs/documents/RevisedMedicaidApplication002.pdf