



For Immediate Release

March 27, 2020

Press Contact

Michelle Francis

(340) 718-2980

Michelle.Francis@dhs.vi.gov

USVI Department of Human Services' Medical Assistance Program (MAP) Ready to Help Through Uncertain Times with Telephone Interviews and Relaxed Federal Guidelines

(US VIRGIN ISLANDS) - The Department of Human Services (DHS) Medical Assistance Program provides its members access to healthcare services such as inpatient hospital services, outpatient services, clinic services, laboratory and X-ray services, physician services, dental services, prescription drugs, eyeglasses, diagnostic, screening, preventive, and rehabilitative services. We act as a safety-net and exist to inspire hope and empower change through non-judgemental, quality delivery of needed services and resources.

In response to the Covid19 Pandemic, the USVI Department of Human Services' Medical Assistance Program (MAP) announces relaxed federal authorities for enrollment and eligibility, patient care, and provider enrollment requirements.

For New Medical Assistance Program Applicants:

1. Determine eligibility:
 1. For anyone who is lacking adequate medical insurance (under-insured / un-insured) whether employed or unemployed.
 2. Download MAP application from the DHS website and print, complete, scan and email along with supporting documents (see website) to sttjmap@dhs.vi.gov or stxmap@dhs.vi.gov.
 - People who do not have access to the internet can call the numbers listed to obtain the information or can pick-up an application (at our locations at Knud Hansen Complex in St. Thomas and Mars Hill in St. Croix), fill it out and return all forms to one of the drop boxes located at:
 - Knud Hansen Complex in St. Thomas
 - Mars Hill Complex in Frederiksted St. Croix
- 8 a.m. – 2 p.m. Monday – Friday Dropoff to lock boxes which will be strategically placed at DHS locations in both districts.



3. **To make it as easy as possible to apply, and to keep you healthy, the usual face-to-face portion of the application is now being replaced with a telephone interview.** Please utilize the numbers below to be directed to the telephonic application for MAP. DHS has assigned additional staff to answer telephones and assist customers as needed. Customers can find applications and other forms on the DHS website: www.dhs.gov.vi.

- St. Croix: (340)772-7117, or 772-7100 ext. 7006, 7151, 7120
- St. Thomas: (340)774-0930 ext. 4308, 4324, 4318
- Eligibility and enrollment email:
 - St. Thomas / St. John - fttjmap@dhs.vi.gov
 - St. Croix stxmap@dhs.vi.gov

Please note: Do to high call volume, if your call is not picked up, please try again and please email us and someone will respond to your email within 24 hours.

- *Presumptive Eligibility* –For people who present at a local hospital or Federally Qualified Health Clinic in the territory without insurance, a self-attestation interview will be conducted by hospital or clinic staff. Based on the information that you truthfully provide during the interview, an eligibility determination will be made. During this State of Emergency, we will also include pregnant, aged, blind and disabled populations. Presumptive eligibility benefits expire on the last day of the following month in which you applied.

Re-certification for Current Clients:

For current customers, your eligibility will automatically be extended by approximately three to six months. We will continue to extend your eligibility until further notice. There is no need to come into an office to re-certify during this public health emergency.

What does this mean?

Households whose current certification period expires March 31, 2020, your benefits will extend through June 30, 2020, or through September 30, 2020. **These households are not required to contact the office to activate this provision.** A new recertification notice and/or card will be mailed to your address on file.

Households that need to report changes to household circumstances are encouraged to contact the local office in your district for assistance.

Access to Care / Patient Care Coordination:

To make an appointment with a private physician, individuals should still get a referral from their Primary Care Provider. Once the referral is received, an appointment with the private physician can be made directly. *If this requirement is lifted due to the coronavirus, an update will be shared with all members and providers.*

If any MAP clients require **off-island travel**, they must first contact the DHS – MAP office for coordination and authorization.



For additional information regarding Access to Care / Patient Care, utilize the numbers below to receive answers for questions.

- St. Croix: (340)772-7113 and (340)277-3392
- St. Thomas: (340)715-6931 and (340)690-7254
- St. Thomas/St. Croix: specialservices@dhs.vi.gov

For more information on Covid19, the new strain of coronavirus, please visit the USVI Department of Health's website, www.doh.vi.gov/coronavirus or text COVID19USVI to 888777.

#COVID19USVI

The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, www.dhs.gov.vi for more information.

-END-