

### AGENDA

**April 17, 2025**

**11:00 AM - 12:00 PM**

*Meeting will be held electronically via Microsoft Teams Webinar.*

<b>To Join Meeting Virtually:</b> <a href="https://events.gcc.teams.microsoft.com/event/6a254f49-2163-463a-aceb-13058ea738b4@620ae5a9-4ec1-4fa0-8641-5d9f386c7309">https://events.gcc.teams.microsoft.com/event/6a254f49-2163-463a-aceb-13058ea738b4@620ae5a9-4ec1-4fa0-8641-5d9f386c7309</a>	
<b>Meeting ID:</b> 264 203 288 315 <b>Webinar Password:</b> n67vV7en	
<b>Dial in (Phone and Conference ID):</b> +1 434-230-0065 Phone conference ID: 385 771 716#	<b>Tap to join from mobile device:</b> <a href="tel:+14342300065">+1 434-230-0065</a> , <a href="tel:+14342300065385771716">385771716#</a> United States, South Hill
<b>Remote Conference Captioning Link:</b> <a href="https://www.streamtext.net/player?event=HamiltonRelayRCC-0417-VA4324">https://www.streamtext.net/player?event=HamiltonRelayRCC-0417-VA4324</a>	

Topic	Presenter	Time Allotted
Welcome & Introductions	Natalie Pennywell Outreach and Member Engagement Department of Medical Assistance Services	11:00 – 11:05 AM
Presentations & Discussion <ul style="list-style-type: none"> <li>Overview of the Medicaid Works Program</li> </ul>	Sara Cariano Director, Eligibility Policy and Outreach Department of Medical Assistance Services	11:05 – 11:20 AM
<ul style="list-style-type: none"> <li>Cardinal Care Correspondence Center (AKA Centralized Mailroom)</li> </ul>	Danielle Nowell Operations Lead, Director's Office Department of Medical Assistance Services	11:20 – 11:35 AM
<ul style="list-style-type: none"> <li>Community Stakeholder Spotlight: Virginia Rural Health Association</li> </ul>	Beth O'Connor Executive Director Virginia Rural Health Association	11:35 – 11:50 AM
Wrap-Up, Announcements & Closing	Natalie Pennywell	11:55 AM – 12:00 PM

**Next Meeting:** June 26, 2025 at 11:00 AM

CSM Contact: Natalie Pennywell at [Natalie.pennywell@dmass.virginia.gov](mailto:Natalie.pennywell@dmass.virginia.gov)

### Takeaways

Take Action	Action Item	Resource	Follow-Up
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### General Notes

Call/Email	Contact/Organization	Email Address	Phone Number
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CSM Contact: Natalie Pennywell at [Natalie.pennywell@dmass.virginia.gov](mailto:Natalie.pennywell@dmass.virginia.gov)