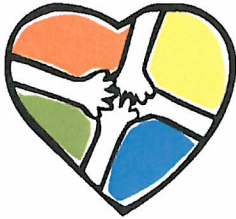


How An Outreach Worker Can Help



Many families require assistance from someone in their own community in order to apply for FAMIS Plus or FAMIS for their children. This may be especially true for families with language or literacy concerns or where there is no family history with health insurance. Here are some ways you can help:



Assist the family with completing the application

- Help the family call the Cover Virginia toll free number to apply or assist the family with completing the *Application for Health Coverage & Help Paying Costs* on paper or via the CommonHelp website
- Help them gather any needed verifications
- Provide a large envelope addressed to the local DSS or CPU and, if possible, affix postage or provide a fax machine to fax the application in
- Let the family know that they can expect more correspondence from DSS or the CPU and offer to help interpret it if necessary

Be a go-between for the family and DSS or the Cover Virginia Call Center and Central Processing Unit

- Have the parent fill in the *middle section* of Appendix C on the paper *Application*, or in the appropriate place on the CommonHelp online application, so you can discuss their case with DSS or the Call Center
- If you apply on paper via the LDSS, get to know the eligibility workers and the best way to submit applications
- If the family's application gets denied, and they don't understand why, help them call their local DSS or the Cover VA call center and talk with a worker. If they want to appeal the negative decision, help them prepare for the appeal

Help educate the family about using health insurance

- Once enrolled, the family must choose a Managed Care Organization (MCO) and a doctor. Make sure they understand that they can choose another physician and/or MCO from the one listed on the initial enrollment letter they receive
- Encourage the parents to make use of EPSDT, well-child checkups, and other preventive services included in the benefits. Remind them there are no copayments in FAMIS Plus or for preventive services in FAMIS
- If necessary, advise the family on how to work effectively with their child's doctor to achieve the best health care for their child

Remind the family about their responsibilities:

- Tell them that DSS and DMAS mail is not forwarded and they need to inform local DSS, or Cover VA, if they have a change of address
- Remind them that they must inform LDSS of any change in circumstances that could affect their child's eligibility within 10 days. Important things to report are: a raise/cut in pay and if a family member moves into or out of the home
- Let them know that they will be required to renew their child's eligibility after 12 months and tell them to expect forms in the mail

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