

# Other Helpful Information

This section of the Tool Kit contains information and forms that will be helpful as you assist families and individuals with applying for the Medicaid and FAMIS programs. It includes the following:

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# Useful Contact Information

Area	Phone Number & E-mail	Question Types
<b>Cover Virginia Call Center (CVCC) and Central Processing Unit (CVCPU)</b> <a href="http://www.coverva.org">www.coverva.org</a> Contractor: Conduent	<b>855-242-8282</b> <b>Cover Virginia Call Center</b> (8AM – 7PM M-F, 9AM-12PM Sat.) Interpretation services available	<i>Information and telephonic application for Virginia’s Medical Assistance Programs; Managed Care enrollment for FAMIS enrollees; ordering free marketing materials from the state (via website only)</i>
<b>Federal Health Insurance Marketplace</b> <a href="http://www.HealthCare.gov">http://www.HealthCare.gov</a>	<b>800-318-2596</b> <b>Marketplace Call Center</b> (24 hours a day, 7 days a week, except holidays)	<i>Questions about the Marketplace, Qualified Health Plans, where to find in-person assistance in your area. Online application for premium tax credits, cost sharing subsidies towards the purchase of private insurance, and Medicaid.</i>
<b>Enterprise Customer Service Center (ECSC)</b> Contractor: Young & Williams	<b>855-635-4370</b> <b>Enterprise Customer Service Center</b> (7AM – 6PM M-F) Interpretation services available	<i>Information/telephonic application for VA’s Social Services Programs – SNAP, TANF, Energy Assistance and Medical Assistance (in conjunction with other benefits). Responds to inquiries related to benefits customers are currently receiving or wish to apply for.</i>
<b>Virginia Department of Medical Assistance Services</b> <a href="http://www.dmas.virginia.gov">http://www.dmas.virginia.gov</a>		
Shelagh Greenwood, Outreach and Consumer Communications Manager	804-786-0166 <a href="mailto:shelagh.greenwood@dmas.virginia.gov">shelagh.greenwood@dmas.virginia.gov</a>	<i>General help, outreach information, statewide initiatives. Access to regional outreach staff.</i>
<b>DMAS Member Help Line</b> <a href="http://www.dmas.virginia.gov/provider_search.asp">http://www.dmas.virginia.gov/provider_search.asp</a>	804-786-6145	<i>Claims issues and complex covered services issues for Fee-For-Service recipients, help finding a provider</i>
<b>FAMIS Select</b> <a href="https://www.coverva.org/famiselect/">https://www.coverva.org/famiselect/</a>	888-432-5924	<i>Any questions re: FAMIS Select and to apply for the program (child must be enrolled in FAMIS first)</i>
<b>Health Insurance Premium Program (HIPP)</b> <a href="http://www.dmas.virginia.gov/#/hipp">http://www.dmas.virginia.gov/#/hipp</a>	800-432-5924/804-452-5447 fax <a href="mailto:HIPPcustomerservice@dmas.virginia.gov">HIPPcustomerservice@dmas.virginia.gov</a>	<i>Any questions re: HIPP and HIPP for Kids and to apply for the program</i>
<b>Plan First</b>	<a href="mailto:PlanFirst@dmas.virginia.gov">PlanFirst@dmas.virginia.gov</a>	<i>Any questions re: Plan First.</i>
<b>Virginia Department of Social Services</b> <a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>		
Regional Medical Assistance Program Consultants	<i>See end of Local DSS listing in this Section</i>	<i>Policy issues, clarification on policy, issues with local DSS offices</i>
<b>Managed Care Organizations – Medallion 4.0</b>		
<b>Medallion 4.0 at DMAS</b> <a href="http://www.dmas.virginia.gov/#/med4">http://www.dmas.virginia.gov/#/med4</a>	<a href="mailto:M4.0Inquiry@dmas.virginia.gov">M4.0Inquiry@dmas.virginia.gov</a>	<i>All about Medallion 4.0, rollout between September 1 and December 1, 2018.</i>
<b>Managed Care Help Line</b> <i>(for Medicaid/FAMIS Plus recipients only)</i> Contractor: Maximus	800-643-2273 (8:30AM – 6PM M-F) <a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a>	<i>Choosing/changing Medicaid &amp; FAMIS Plus MCOs, verifying enrollment, open enrollment dates</i>
<b>Aetna Better Health</b> <a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a>	800-279-1878	<i>Billing, PCP’s, providers, prescription formularies, additional benefits</i>
<b>Anthem Healthkeepers Plus</b> <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>	800-901-0020	<i>Billing, PCP’s, providers, prescription formularies, additional benefits</i>
<b>Magellan Complete Care</b> <a href="http://www.mccova.com">www.mccova.com</a>	800-424-4518	<i>Billing, PCP’s, providers, prescription formularies, additional benefits</i>
<b>Optima Health</b> <a href="http://www.optimahealth.com/familycare">www.optimahealth.com/familycare</a>	800-881-2166	<i>Billing, PCP’s, providers, prescription formularies, additional benefits</i>
<b>UnitedHealthCare Community Plan</b> <a href="http://www.uhccommunityplan.com/va">www.uhccommunityplan.com/va</a>	844-752-9434	<i>Billing, PCP’s, providers, prescription formularies, additional benefits</i>
<b>Virginia Premier Health Plan</b> <a href="http://www.vapremier.com">www.vapremier.com</a>	800-727-7536	<i>Billing, PCP’s, providers, prescription formularies, additional benefits</i>

Area	Phone Number & E-mail	Question Types
<b>Smiles For Children (SFC)</b> (FAMIS/FAMIS Plus Dental Program) Contractor: DentaQuest  Chernise Harris Virginia Outreach Coordinator	888-912-3456 (8AM -6PM, M-F) <a href="http://www.dentaquestgov.com">www.dentaquestgov.com</a>  757-570-4590 <a href="mailto:Chernise.harris@greatdentalplans.com">Chernise.harris@greatdentalplans.com</a>	<i>All client questions concerning dental coverage, help finding a dentist and making and appointment, etc.</i>  <i>Difficulty finding a provider, trainings on SFC, and children with special dental care needs.</i>
<b>Managed Care Organizations - Commonwealth Coordinated Care Plus (CCC Plus)</b>		
<b>Commonwealth Coordinated Care Plus (CCC Plus)</b>	<a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a>	<i>About the CCC Plus program, information for participants, health plans, etc.</i>
<b>CCC Plus Help Line</b> <i>(for certain Medicaid/FAMIS Plus recipients only)</i> Contractor: Maximus	844-374-9159 (8:30AM – 6PM M-F) <a href="https://www.cccplusva.com/home">https://www.cccplusva.com/home</a>	<i>Choosing/changing CCC Plus MCOs, verifying enrollment, open enrollment dates</i>
<b>THE CCC Plus MCOs are the same as those listed under Medallion 4.0 and contact information for them is listed there.</b>		
<b>Other Resources</b>		
Virginia Health Care Foundation – <b>Project Connect</b> (Application Assistance) and <b>SignUpNow</b> (Training & Technical Assistance)  Emily Roller, Health Insurance Program Manager	804-828-5976 <a href="mailto:Emily@vhcf.org">Emily@vhcf.org</a>	<i>Reporting of issues with systems, policies or procedures related to enrollment of children, pregnant women, and others in the Medicaid &amp; FAMIS programs.</i>
<b>SignUpNow @ VHCF</b> <a href="http://tinyurl.com/vhcfsignupnow">http://tinyurl.com/vhcfsignupnow</a>  Emily Roller and/or Kim Bemberis	<b>804-828-6062</b> <a href="mailto:signupnow@vhcf.org">signupnow@vhcf.org</a> or <a href="mailto:Kimb@vhcf.org">Kimb@vhcf.org</a>	<i>Training (in person and online on-demand), issue clarification, and general help. Publishes Tool Kit and online, quarterly enewsletter.</i>
ENROLL Virginia! <a href="http://www.enrollva.org">www.enrollva.org</a> <a href="https://www.facebook.com/enrollva">www.facebook.com/enrollva</a>	888-392-5132 <a href="mailto:info@enroll-virginia.com">info@enroll-virginia.com</a>	<i>Call number to be connected to health insurance Navigator closest to you. Website includes map of Navigators and other organizations providing assistance with the Health Insurance Marketplace.</i>

# The Players & Their Roles

The following is a listing of the important “players” in the FAMIS/Medicaid programs and a listing of their responsibilities.

## **VA Department of Medical Assistance Services (DMAS)**

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

- Ensures compliance with all state and federal laws and regulations
- Writes procedures and policies for all state sponsored health insurance programs (health care affordability programs, including the FAMIS programs and Medicaid)
- Issues DMAS ID Cards to all Medicaid/FAMIS/Plan First recipients
- Assists enrollees with Fee-for-Service questions, including finding providers
- Manages the eligibility appeals process for the Medicaid and FAMIS programs
- Processes FAMIS Select applications and manages the program
- Markets and performs outreach for the state sponsored health insurance programs
- Monitors contracts with Conduent (Cover Virginia Call Center), Maximus (Managed Care HelpLine), DentaQuest (Smiles For Children), Managed Care Organizations, etc.
- Issues payments to providers and contractors
- Provides trainings and technical assistance to providers and LDSS offices

## **VA Department of Social Services (DSS)**

[www.dss.virginia.gov](http://www.dss.virginia.gov)

- Provides program oversight, consultation, monitoring, analysis of performance, technical assistance, and/or training on policy and procedures via five regional specialists
- Disseminates Medicaid and FAMIS policy information to local Departments of Social Services and others
- Updates and maintains the new VaCMS eligibility system.
- Manages the CommonHelp website [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) and online application process
- Mails annual program renewal letters

## **Local Department of Social Services (LDSS) - 120 across the Commonwealth**

- Answers inquiries regarding state sponsored health insurance for children; pregnant women; parents/caretaker relatives; former foster care children; the aged, blind and disabled; those in long term care; and the medically needy
- Processes eligibility for FAMIS Plus, Medicaid for Pregnant Women, FAMIS, FAMIS MOMS, LIFC, FFC, Plan First, and other categories of Medicaid (including the New Health Coverage for Adults) in the VaCMS system
- Processes applications for health coverage received online via CommonHelp that have a link to the local agency (i.e. active SNAP, TANF or Child Care Subsidy case), transferred applications from Cover Virginia, and paper applications received at the agency
- Enrolls approved applicants into the VaMMIS System
- Performs ongoing case maintenance of approved cases – including updating records if a change of address occurs
- Processes annual program renewals and determines ongoing eligibility in all the medical assistance programs

## **Cover Virginia Call Center (CVCC)**

[Private Contractor: Conduent Incorporated] [www.coverva.org](http://www.coverva.org)

- Operates Monday - Friday, 8AM to 7PM; Saturday 9AM to 12PM (855) 242-8282 (TTY (888) 221-1590)
- Hosts the Cover Virginia website, [www.coverva.org](http://www.coverva.org), which includes information on the Medicaid and FAMIS programs, a place to order outreach materials, and links to the CommonHelp and [Healthcare.gov](http://Healthcare.gov) websites
- Answers inquiries from uninsured people regarding their options for healthcare affordability programs, including state sponsored health insurance (the Medicaid and FAMIS programs)
- Answers inquiries regarding eligibility and covered benefits
- Provides translation services via telephone for recipients requiring information in a language other than English (includes Spanish-speaking staff on site)
- Takes application information over the telephone, including telephonic signatures
- Has a co-located Central Processing Unit (CVCPU) which processes most new applications received via phone\* and those referred to Virginia from the Federal Health Insurance Marketplace. (\* With the exception of where the applicant has a SNAP (food stamp), TANF, or Child Care Subsidy case on file with the Local DSS)

- Checks and provides information on the status of a caller's application for coverage
- Processes requests for replacement of DMAS ID cards
- Assists FAMIS/FAMIS MOMS participants with Fee-for-Service questions and with finding a provider, if needed
- Processes Managed Care Organization enrollment/change requests for FAMIS/FAMIS MOMS participants only
- Take calls from FAMIS families who may have met their cost sharing maximum, providing them with the procedure for documenting that they have met their maximum, and processing this information (reporting it to the recipients MCO so no more copayments are charged for the rest of the family's coverage year)
- Records information from callers regarding change of information (address, income) for Medicaid, FAMIS Plus, FAMIS, FAMIS MOMS, LIFC, New Health Coverage for Adults, and Plan First recipients
- Accepts telephonic renewal application information (Note: renewals are processed by LDSS only)
- Has a co-located Advanced Resolution Center (staffed by DMAS employees) who are tasked with resolving complex cases and working as liaison with the Health Insurance Marketplace and local DSS offices
- Tracks client complaints and provides complaint information to DMAS

### **Managed Care Help Line**

[Private Contractor: Maximus] – [www.virginiamanagedcare.com](http://www.virginiamanagedcare.com)

- Operates Monday - Friday, 8:30AM to 6PM – (800) 643-2273 (TTY (800) 817-6608)
- Maintains and updates the Managed Care website [www.virginiamanagedcare.com](http://www.virginiamanagedcare.com)
- Provides information about managed care plans available to FAMIS Plus/ Medicaid clients
- Provides translation services via telephone for enrollees requiring managed care information in a language other than English
- Enrolls Medicaid, FAMIS Plus, Medicaid for Pregnant Women, LIFC, FFC, and New Health Coverage for Adult recipients into managed care (Medallion 4.0 Managed Care Organizations)
- Provides eligibility verification for clients
- Provides information about EPSDT services, i.e. how to access, scheduling, and related resources
- Assists clients with resolution of non-clinical health related problems and refers them to appropriate resources for resolution of clinical or billing related issues
- Tracks client complaints and provides any complaint information to DMAS

## **Medallion 4.0 Managed Care Organizations (MCOs)**

[Private Contractors: Aetna, Anthem, Magellan, Optima, UnitedHealthCare, and Virginia Premier]

- Issues MCO welcome packets and ID Cards for Medicaid, FAMIS Plus, FAMIS, FAMIS MOMS, Medicaid for Pregnant Women, LIFC, FFC, and New Health Coverage for Adult recipients
- Answers questions for clients via their toll free phone numbers and websites
- Coordinates and monitors care to patients
- Provides case and disease management services and 24-hour nurse help lines and other extra added benefits
- Issues payments to providers
- Assists clients with resolution of health care issues
- Manages the appeals process for denied health care services

## **Smiles For Children**

[Private Contractor: DentaQuest] <http://www.dentaquest.com/state-plans/regions/virginia/member-page/>

- Member services: Monday - Friday, 8AM to 6PM – (888) 912-3456 (TTY (800) 466-7566)
- Provides dental services for children enrolled in FAMIS Plus and FAMIS and pregnant women enrolled in Medicaid for Pregnant Women and FAMIS MOMS (and some limited adults in other Medicaid categories) via their provider network
- Assists clients with their selection of a dental provider and making appointments
- Produces a member handbook and member and provider newsletters
- Verifies eligibility for dental providers (via voice system or online)
- Processes claims and issues payments to participating providers
- Tracks client complaints and provides any complaint information to DMAS

## **Enterprise Customer Service Center (ECSC)**

[Private Contractor: Young & Williams]

- Available Monday through Friday from 7AM to 6PM at (855) 635-4370
- Accepts telephonic applications for Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and Medical Assistance (MA). If the customer is applying for “Medical Assistance Only” they will be transferred to the Cover Virginia Call Center to accept the application information. If the customer is applying for MA and other benefits the ECSC will accept the application information over the phone and applications will be routed appropriately



for interviewing and processing upon completion by the application specialists

- Handles applications for the Energy Assistance Program (EAP)
- Responds to basic inquiries related to benefits customers are currently receiving or wish to apply for including: the status of an application or current case; the amount of benefits authorized; the date of benefit issuance; the benefit eligibility period; appeals referrals; application renewals; and the verification of receipt of benefits.
- The Call Center also handles calls from custodial and non-custodial parents needing information from the Division of Child Support Enforcement at 1-800-468-8894.

### **Federal Health Insurance Marketplace (FHIM or FFM)**

[www.healthcare.gov](http://www.healthcare.gov)

- Available 24/7 at (800) 318-2596 (TTY (855) 889-4325) and online
- Answers questions about the health coverage aspects of the Patient Protection and Affordable Care Act (PPACA)
- Provides previews of available health insurance plans and their prices.
- Gives people the ability to shop for and compare health plans side-by-side, allowing them to narrow choices based on health needs and priorities.
- Allows people to apply online or over the phone for cost-sharing subsidies and tax credits toward the purchase of private health insurance.
- Provides contact information for in-person assisters available in the caller's area.
- **Determines eligibility for applications of people potentially eligible for Virginia's coverage programs starting November 1, 2018.** If unable to verify information electronically, the FHIM will transfer the case to Virginia for processing.

### **Commonwealth Coordinated Care Plus (CCC Plus) Enrollment Broker**

[Private Contractor: Maximus] [www.cccplusva.com](http://www.cccplusva.com)

- Operates Monday - Friday, 8:30AM to 6PM – (844) 374-9159 (TTY (800) 817-6608)
- Maintains and updates the informational website [www.cccplusva.com](http://www.cccplusva.com)
- Provides information about managed care plans available to Medicaid managed care program recipients and allows them to compare and choose plans
- Provides translation services via telephone for enrollees requiring information in a language other than English
- Provides eligibility verification for clients

- Assists clients with resolution of non-clinical health related problems and refers them to appropriate resources for resolution of clinical or billing related issues
- Tracks client complaints and provides any complaint information to DMAS

### **CCC Plus Managed Care Organizations (MCOs)**

[Private Contractors: Aetna, Anthem, Magellan, Optima, UnitedHealthCare, and Virginia Premier]

- The plans are for Medicaid recipients age 65 and older; an adult or child living with a disability; an individual living in a nursing facility; enrolled in a waiver program such as the CCC Plus Waiver (formerly Technology Assisted and Elderly or Disabled with Consumer Direction Waivers) or one of the three Developmental Disabilities waivers; and Medicaid/New Health Coverage for Adult recipients with the designation of “Medically Complex”
- Issue welcome packets and ID Cards for eligible recipients
- Answers questions for clients via their toll free phone numbers and websites
- Coordinates and monitors care to patients
- Provides case and disease management services and 24-hour nurse help lines and other extra added benefits
- Issues payments to providers
- Assists clients with resolution of health care issues
- Manages the appeals process for denied health care services

# Local Department of Social Services Offices

## **Accomack DSS**

PO Box 210 (22554 Center Parkway)  
Accomac, VA 23301  
Phone: 757/787-1530  
FAX: 757/787-9303

## **Albemarle County DSS**

Albemarle Co. Office Building,  
1600 5<sup>th</sup> Street, Ste. A  
Charlottesville, VA 22902  
Phone: 434/972-4010  
FAX: 434/972-4080

## **Alexandria Div. of Human Services**

2525 Mount Vernon Avenue  
Alexandria, VA 22301  
Phone: 703/746-5700  
FAX: 703/746-5974

## **Alleghany-Covington DSS**

110 Rosedale Avenue, Ste. B  
Covington, VA 24426-1244  
Phone: 540/965-1780  
FAX: 540/965-1772 (EW)

## **Amelia DSS**

(16360 Dunn Street, Ste. 201)  
PO Box 136  
Amelia, VA 23002  
Phone: 804/561-2681  
FAX: 804/561-6040

## **Amherst DSS**

PO Box 414 (224 Second Street)  
Amherst, VA 24521-0414  
Phone: 434/946-9330  
FAX: 434/946-9319

## **Appomattox DSS**

PO Box 549 (318 Court Street)  
Appomattox, VA 24552-0549  
Phone: 434/352-7125  
FAX: 434/352-0064

## **Arlington County DSS**

2100 Washington Boulevard, 1<sup>st</sup> Fl.  
Arlington, VA 22204  
Phone: 703/228-1350  
FAX: 703/228-1120

## **Augusta County- See Shenandoah Valley Social Services**

## **Bath County DSS**

PO Box 7 (65 Courthouse Hill Road)  
Warm Springs, VA 24484  
Phone: 540/839-7271  
FAX: 540/839-7278

## **Bedford DSS**

PO Box 1187 (Burks - Scott Building,  
119 E. Main Street)  
Bedford, VA 24523  
Phone: 540/586-7750  
FAX: 540/586-0781

## **Bland County DSS**

(Bland Co. Court House, 612 Main  
Street, Ste. 208)  
PO Box 55  
Bland, VA 24315  
Phone: 276/688-4111  
FAX: 276/688-1468

## **Botetourt County DSS**

PO Box 99 (220 Commons Parkway)  
Daleville, VA 24083  
Phone: 540/591-5960  
FAX: 540/591-5969

## **Bristol City DSS**

621 Washington Street  
Bristol, VA 24201-4644  
Phone: 276/645-7450  
FAX: 276/645-7475

## **Brunswick County DSS**

201 Sharp Street, Ste. 100  
Lawrenceville, VA 23868  
Phone: 434/848-2142  
FAX: 434/848-2828

## **Buchanan County DSS**

3174 Slate Creek Road  
Grundy, VA 24614  
Phone: 276/935-8106  
FAX: 276/935-5412

## **Buckingham County DSS**

PO Box 170 (13360 West James  
Anderson Highway - Route 60)  
Buckingham, VA 23921-0170  
Phone: 434/969-4246  
FAX: 434/969-1449

## **Buena Vista- See Rockbridge**

## **Campbell County DSS**

PO Box 860 (69 Kabler Lane)  
Rustburg, VA 24588-0860  
Phone: 434/332-9585  
FAX: 434/332-9699

## **Caroline County DSS**

PO Box 430 (17202 Richmond Tpk.)  
Bowling Green, VA 22427  
Phone: 804/633-5071  
FAX: 804/633-5648

## **Carroll County DSS**

Carroll Co. Governmental Complex  
605-8 Pine Street  
Hillsville, VA 24343  
Phone: 276/730-3130  
FAX: 276/730-3135

## **Charles City DSS**

PO Box 98 (10600 Courthouse Rd.)  
Charles City, VA 23030-0098  
Phone: 804/652-1708  
FAX: 804/829-2430

## **Charlotte County DSS**

(400 Thomas Jefferson Highway)  
PO Box 440  
Charlotte Court House, VA 23923  
Phone: 434/542-5164  
FAX: 434/542-5692

## **Charlottesville DSS**

PO Box 911 (120 7<sup>th</sup> Street, NE)  
Charlottesville, VA 22902-0911  
Phone: 434/970-3400  
FAX: 434/970-3555

## **Chesapeake DSS**

PO Box 15098 (100 Outlaw Street)  
Chesapeake, VA 23320  
Phone: 757/382-2000  
FAX: 757/543-1644

## **Chesterfield/Colonial Heights DSS**

PO Box 430 (9501 Lucy Corr Drive)  
Chesterfield, VA 23832-0430  
Phone: 804/748-1100  
FAX: 804/717-6294

## **Clarke County DSS**

311 East Main Street  
Berryville, VA 22611  
Phone: 540/955-3700  
FAX: 540/955-3958

## **Clifton Forge - See Alleghany**

## **Colonial Heights - See Chesterfield**

## **Craig County DSS**

PO Box 330 (177 Court Street)  
New Castle, VA 24127-0330  
Phone: 540/864-5117  
FAX: 540/864-6662

## **Culpeper County Human Services**

PO Box 1355 (1835 Industry Drive)  
Culpeper, VA 22701  
Phone: 540/727-0372  
FAX: 540/727-7584

**Cumberland County DSS**

PO Box 33 (71 Community Center Dr)  
 Cumberland, VA 23040-9803  
 Phone: 804/492-4915  
 FAX: 804/492-9346

**Danville Division of Social Services**

PO Box 3300 (510 Patton Street)  
 Danville, VA 24541  
 Phone: 434/799-6543  
 FAX: 434/797-8818

**Dickenson County DSS**

PO Box 417 (120 Clover Street)  
 Clintwood, VA 24228-0417  
 Phone: 276/926-1661  
 FAX: 276/926-8144

**Dinwiddie DSS**

(12318 Boydton Plank Road)  
 PO Box 107  
 Dinwiddie, VA 23841  
 Phone: 804/469-4524  
 FAX: 804/469-4506

**Emporia- See Greensville****Essex DSS**

(772 Richmond Beach Road)  
 PO Box 1004  
 Tappahannock, VA 22560-1004  
 Phone: 804/443-3561  
 FAX: 804/443-8254

**Fairfax Co. Depart. of Family Services**

12011 Government Center Parkway,  
 Ste. 232  
 Fairfax, VA 22035  
 Phone: 703/324-7500  
 FAX: 703/222-9487

**Falls Church – see Fairfax DFS****Fauquier County DSS**

320 Hospital Drive, Ste. 11  
 Warrenton, VA 20186-3037  
 Phone: 540/422-8400  
 FAX: 540/422-8449

**Floyd County DSS**

(Courthouse Bldg, 120 W. Oxford St.)  
 PO Box 314  
 Floyd, VA 24091-2222  
 Phone: 540/745-9316  
 FAX: 540/745-9325

**Fluvanna County DSS**

(8880 B James Madison Hwy)  
 PO Box 98  
 Fork Union, VA 23055  
 Phone: 434/842-8221  
 FAX: 434/842-2776

**Franklin City DSS**

PO Box 601 (306 North Main Street)  
 Franklin, VA 23851  
 Phone: 757/562-8520  
 FAX: 757/516-6683

**Franklin County DSS**

11161 Virgil H. Goode Highway  
 Rocky Mount, VA 24151  
 Phone: 540/483-9247  
 FAX: 540/483-1933

**Frederick County DSS**

107 N. Kent Street, Third Floor  
 Winchester, VA 22601  
 Phone: 540/665-5688  
 FAX: 540/665-5664 (eligibility)

**Fredericksburg DSS**

608 Jackson Sreet, Ste. 100  
 Fredericksburg, VA 22401  
 Phone: 540/372-1032  
 FAX: 540/372-1157

**Galax City DSS**

PO Box 166 (105 East Center Street)  
 Galax, VA 24333-0166  
 Phone: 276/236-8111  
 FAX: 276/236-9313

**Giles County DSS**

211 Main Street, Ste. 109  
 Narrows, VA 24124  
 Phone: 540/726-8315  
 FAX: 540/726-8253

**Gloucester DSS**

PO Box 1390 (6641 Short Lane)  
 Gloucester, VA 23061-0186  
 Phone: 804/693-2671  
 FAX: 804/693-5511

**Goochland DSS**

(1800 Sandy Hook Road, Ste. 200)  
 PO Box 34  
 Goochland, VA 23063-0034  
 Phone: 804/556-5880  
 FAX: 804/556-4718

**Grayson County DSS**

PO Box 434 (129 Davis Street)  
 Independence, VA 24348-0434  
 Phone: 276/773-2452  
 FAX: 276/773-2361

**Greene County DSS**

10009 Spotswood Trail  
 Stanardsville, VA 22973-0117  
 Phone: 434/985-5246  
 FAX: 434/985-5266

**Greensville/Emporia DSS**

PO Box 1136 (1748 East Atlantic Street)  
 Emporia, VA 23847-1136  
 Phone: 434/634-7400  
 FAX: 434/634-9504

**Halifax County DSS**

PO Box 1189 (1030 Cowford Road)  
 Halifax, VA 24558-0666  
 Phone: 434/476-6594  
 FAX: 434/476-5258

**Hampton DSS**

1320 LaSalle Avenue  
 Hampton, VA 23669  
 Phone: 757/727-1800  
 FAX: 757/727-1835

**Hanover DSS**

12304 South Washington Highway  
 Ashland, VA 23005  
 Phone: 804/365-4100  
 FAX: 804/365-4110

**Harrisonburg - Rockingham County DSS**

PO Box 809 (110 N. Mason Street)  
 Harrisonburg, VA 22803  
 Phone: 540/574-5100  
 FAX: 540/574-5127

**Henrico County DSS**

(8600 Dixon Powers Drive)  
 PO Box 90775  
 Richmond, VA 23273  
 Phone: 804/501-4001  
 FAX: 804/501-4006

**Henry - Martinsville DSS**

(20 Progress Drive)  
 PO Drawer 4946  
 Martinsville, VA 24115  
 Phone: 276/656-4300  
 FAX: 276/656-4398

**Highland County DSS**

PO Box 247 (Courthouse Annex,  
 158 Courthouse Lane)  
 Monterey, VA 24465-0247  
 Phone: 540/468-2199  
 FAX: 540/468-3099

**Hopewell DSS**  
316 East Cawson Street  
Hopewell, VA 23860  
Phone: 804/541-2330  
FAX: 804/541-2347

**Isle of Wight DSS**  
(PO Box 102)  
17100 Monument Circle, Ste. A  
Isle of Wight, VA 23397  
Phone: 757/365-3672  
FAX: 757/365-0886

**James City County DSS**  
5249 Old Towne Road  
Williamsburg, VA 23188  
Phone: 757/259-3100  
FAX: 757/259-3188

**King & Queen DSS**  
PO Box 7 (241 Allen Circle)  
King & Queen Court House, VA 23085  
Phone: 804/769-5003  
FAX: 804/785-5885

**King George DSS**  
PO Box 130 (10069 Kings Highway)  
King George, VA 22484-0130  
Phone: 540/775-3544  
FAX: 540/775-3098

**King William DSS**  
PO Box 187 (172 Courthouse Lane)  
King William, VA 23086-0187  
Phone: 804/769-4905  
FAX: 804/769-4979

**Lancaster DSS**  
PO Box 185 (9049 Mary Ball Road)  
Lancaster, VA 22503  
Phone: 804/462-5141  
FAX: 804/462-0330

**Lee County DSS**  
PO Box 348 (108 Hill Street)  
Jonesville, VA 24264  
Phone: 276/346-1010  
FAX: 276/346-2217

**Lexington – See Rockbridge**

**Loudoun County Department of Family Services**  
(102 Heritage Way, NE, Ste. 103)  
PO Box 7400  
Leesburg, VA 20177  
Phone: 703/777-0353  
FAX: 703/771-5214

**Louisa County Department of Human Services**  
PO Box 425 (103 McDonald Street)  
Louisa, VA 23093-0425  
Phone: 540/967-1320  
FAX: 540/967-0593

**Lunenburg County DSS**  
11387 Courthouse Road  
Lunenburg, VA 23952  
Phone: 434/696-2134  
FAX: 434/696-2534

**Lynchburg DSS**  
PO Box 6798 (99 9<sup>th</sup> Street)  
Lynchburg, VA 24505  
Phone: 434/455-5850  
FAX: 434/847-1785

**Madison County DSS**  
PO Box 176 (101 S. Main Street)  
Madison, VA 22727-0176  
Phone: 540/948-5521  
FAX: 540/948-3762

**Manassas City Department of Family Services**  
9324 West Street  
Manassas, VA 20110  
Phone: 703/361-8277  
FAX: 703/361-6933

**Manassas Park DSS**  
100 Nadia Street, 2<sup>nd</sup> Floor  
Manassas Park, VA 20111  
Phone: 703/335-8880  
FAX: 703/335-8899

**Martinsville – See Henry**

**Mathews DSS**  
(Route 611, 536 Church Street)  
PO Box 925  
Mathews, VA 23109-0925  
Phone: 804/725-7192  
FAX: 804/725-7086

**Mecklenburg County DSS**  
PO Box 400 (911 Madison Street)  
Boydton, VA 23917  
Phone: 434/738-6138  
FAX: 434/738-6150

**Middlesex DSS**  
(2893 General Puller Highway)  
PO Box 216  
Urbanna, VA 23175-0216  
Phone: 804/758-2348  
FAX: 804/758-2357

**Montgomery County DSS**  
(210 S. Pepper Street, Ste. B)  
PO Box 789  
Christiansburg, VA 24073  
Phone: 540/382-6990  
FAX: 540/382-6945

**Nelson County DSS**  
PO Box 357 (203 Front Street)  
Lovingston, VA 22949  
Phone: 434/263-7160  
FAX: 434/263-8605

**New Kent DSS**  
(7911 Courthouse Way, Ste. 100)  
PO Box 229  
Providence Forge, VA 23124  
Phone: 804/966-1853  
FAX: 804/966-9170

**Newport News Department of Human Services**  
Rouse Tower, 6060 Jefferson Avenue  
Newport News, VA 23605  
Phone: 757/926-6300  
FAX: 757/926-6118

**Norfolk Department of Human Services**  
Workforce Development Center  
201 East Little Creek Road  
Norfolk, VA 23505  
Phone: 757/664-6000  
FAX: 757/664-3275

**Northampton County DSS**  
PO Box 568 (5265 The Hornes)  
Eastville, VA 23347-0568  
Phone: 757/678-5153  
FAX: 757/678-0475

**Northumberland County DSS**  
(6373 Northumberland Hwy, Ste. A)  
PO Box 399  
Heathsville, VA 22473-0399  
Phone: 804/580-3477  
FAX: 804/580-5815

**Norton City DSS**  
PO Box 378 (644 Park Avenue NW)  
Norton, VA 24273-0378  
Phone: 276/679-2701  
FAX: 540/679-0607

**Nottoway County DSS**  
PO Box 26 (288 W. Courthouse Rd.)  
Nottoway, VA 23955-0026  
Phone: 434/645-8494  
FAX: 434/645-7643

**Orange County DSS**

146 Madison Road, Ste. 201  
 Orange, VA 22960  
 Phone: 540/672-1155  
 FAX: 540/672-9118

**Page County DSS**

PO Box 47 (215 W. Main St., Ste. A)  
 Luray, VA 22851  
 Phone: 540/778-1053  
 FAX: 540/778-1421

**Patrick County DSS**

106 Rucker Street, Ste. 128  
 Stuart, VA 24171  
 Phone: 540/694-3328  
 FAX: 540/694-8210

**Petersburg DSS**

3811 Corporate Road  
 Petersburg, VA 23805  
 Phone: 804/861-4720  
 FAX: 804/861-0137

**Pittsylvania County DSS**

PO Box E (220 H G McGhee Drive)  
 Chatham, VA 24531  
 Phone: 434/432-7281  
 FAX: 434/432-0923

**Poquoson – See York****Portsmouth DSS**

1701 High Street, Ste. 101  
 Portsmouth, VA 23704  
 Phone: 757/405-1800  
 FAX: 757/465-2951

**Powhatan DSS**

3908 Old Buckingham Road, Ste. 2  
 Powhatan, VA 23139-0099  
 Phone: 804/598-5630  
 FAX: 804/598-5614

**Prince Edward County DSS**

PO Drawer 628 (56 B SMI Way)  
 Farmville, VA 23901-0628  
 Phone: 434/392-3113  
 FAX: 434/392-8453

**Prince George DSS**

(6450 Administration Drive, Bldg 12)  
 PO Box 68  
 Prince George, VA 23875-0068  
 Phone: 804/733-2650  
 FAX: 804/733-2652

**Prince William County DSS**

7987 Ashton Avenue, Ste. 200  
 Manassas, VA 20109  
 Phone: 703/792-7500  
 FAX: 703/792-7363

**Pulaski County DSS**

53 Commerce Street  
 Pulaski, VA 24301  
 Phone: 540/980-7995  
 FAX: 540/980-7993

**Radford City DSS**

928 West Main Street  
 Radford, VA 24141  
 Phone: 540/731-3663  
 FAX: 540/731-5000

**Rappahannock County DSS**

PO Box 87 (354 Gay Street)  
 Washington, VA 22747-0087  
 Phone: 540/675-3313  
 FAX: 540/675-3315

**Richmond City DSS**

(900 E. Marshall Street)  
 PO Box 10129  
 Richmond, VA 23240  
 Phone: 804/646-7000  
 FAX: 804/646-7018

**Richmond County DSS**

PO Box 35 (5579 Richmond Road)  
 Warsaw, VA 22572-0035  
 Phone: 804/333-4088  
 FAX: 804/333-0156

**Roanoke City DSS**

1510 Williamson Road NE  
 Roanoke, VA 24012  
 Phone: 540/853-2591  
 FAX: 540/853-2027

**Roanoke County DSS**

PO Box 1127 (220 East Main Street)  
 Salem, VA 24153-1127  
 Phone: 540/387-6087  
 FAX: 540/387-6210

**Rockbridge - Buena Vista - Lexington Area Social Services**

20 East Preston Street  
 Lexington, VA 24450  
 Phone: 540/463-7143  
 FAX: 540/464-9110

**Rockingham – See Harrisonburg****Russell County DSS**

135 Highlands Drive, Ste. B  
 Lebanon, VA 24266-1207  
 Phone: 276/889-3031  
 FAX: 276/889-2662

**Scott County DSS**

190 Beech St. Ste. 101  
 Gate City, VA 24251  
 Phone: 276/386-3631  
 FAX: 276/386-6031

**Shenandoah County DSS**

494 N. Main Street, Ste. 200  
 Woodstock, VA 22664  
 Phone: 540/459-6226  
 FAX: 540/459-6223

**Shenandoah Valley Social Services (Augusta/Staunton/Waynesboro)**■ **Staunton-Augusta Office**

PO Box 7 (68 Dick Huff Lane)  
 Verona, VA 24482-0007  
 Phone: 540/245-5800  
 FAX: 540/245-5880

■ **Waynesboro Office**

1200 Shenandoah Avenue  
 Waynesboro, VA 22980  
 Phone: 540/942-6646  
 FAX: 540/942-6658

**Smyth County DSS**

121 Bagley Circle, Ste. 200  
 Marion, VA 24354  
 Phone: 276/783-8148  
 FAX: 276/783-6327

**Southampton County DSS**

(26022 Administration Center Drive)  
 PO Box 550  
 Courtland, VA 23837-0550  
 Phone: 757/653-3080  
 FAX: 757/653-0357

**Spotsylvania DSS**

(9019 Old Battlefield Boulevard, 2nd Fl.)  
 PO Box 249  
 Spotsylvania, VA 22553  
 Phone: 540/507-7898  
 FAX: 540/507-7806

**Stafford County DSS**

PO Box 7 (1300 Courthouse Road)  
 Stafford, VA 22555-0007  
 Phone: 540/658-8720  
 FAX: 540/658-8798

**Staunton – See Shenandoah Valley Social Services**

**Suffolk DSS**

PO Box 1818 (135 Hall Ave., Ste. B)  
Suffolk, VA 23434  
Phone: 757/514-7450  
FAX: 757/514-4869

**Surry DSS**

PO Box 263 (45 School Street)  
Surry, VA 23883-0263  
Phone: 757/294-5240  
FAX: 757/294-5248

**Sussex DSS**

20103 Princeton Road  
Sussex, VA 23882  
Phone: 434/246-1083  
FAX: 434/246-2504

**Tazwell County DSS**

PO Box 149 (253 Chamber Drive)  
Tazwell, VA 24651  
Phone: 276/988-8500  
FAX: 276/988-2765

**Virginia Beach Department of Human Services**

3432 Virginia Beach Blvd., Ste. 342  
Virginia Beach, VA 23452-4420  
Phone: 757/385-3200  
FAX: 757/385-3466

**Warren County DSS**

465 West 15<sup>th</sup> Street, Ste. 100  
Front Royal, VA 22630  
Phone: 540/635-3430  
FAX: 540/635-8451

**Washington County DSS**

15068 Lee Highway, Ste. 100  
Bristol, VA 24202  
Phone: 276/645-5000  
FAX: 276/645-5055

**Waynesboro – See Shenandoah Valley Social Services**

**Westmoreland DSS**

PO Box 302 (18849 Kings Highway)  
Montross, VA 22520-0302  
Phone: 804/493-9305  
FAX: 804/493-9309

**Williamsburg Human Services**

401 Lafayette Street  
Williamsburg, VA 23185  
Phone: 757/220-6161  
FAX: 757/220-6113

**Winchester DSS**

24 Baker Street  
Winchester, VA 22601  
Phone: 540/662-3807  
FAX: 540/662-3279

**Wise County DSS**

PO Box 888 (Old Coeburn Mountain Road)  
Wise, VA 24293-0888  
Phone: 276/328-8056  
FAX: 276/328-8632

**Wythe County DSS**

290 South Sixth Street, Ste. 200  
Wytheville, VA 24382  
Phone: 276/228-5493  
FAX: 276/228-5912

**York/Poquoson Social Services**

301 Goodwin Neck Road  
Yorktown, VA 23692-2112  
Phone: 757/890-3787  
FAX: 757/890-3934

**Medical Assistance Program Consultants:**

**Western Regional Office –**

Sandra Blevins  
Phone: 276-676-5639  
Fax: 276-676-5621  
[Sandra.w.blevins@dss.virginia.gov](mailto:Sandra.w.blevins@dss.virginia.gov)  
Cities of Bristol, Galax, Norton, Radford;  
Counties of Bland, Buchanan, Carroll,  
Dickenson, Floyd, Giles, Grayson, Lee,  
Montgomery, Patrick, Pulaski, Russell,  
Scott, Smyth, Tazewell, Washington,  
Wise, Wythe.

**Eastern Regional Office –**

Johnical Haynes  
Phone: 757-491-3980  
Fax: 757-552-1832  
[Johnical.Haynes@dss.virginia.gov](mailto:Johnical.Haynes@dss.virginia.gov)  
Cities of Chesapeake, Emporia, Franklin,  
Hampton, Newport News, Norfolk,  
Portsmouth, Suffolk, Virginia Beach,  
Williamsburg, Poquoson; Counties of  
Accomack, Brunswick, Dinwiddie,  
Gloucester, Greensville, Isle of Wight,  
James City, Mathews, Northampton,  
Prince George, Southampton, Surry,  
Sussex, York.

**Northern Regional Office –**

Don McBride  
Phone: 540-347-6326  
Fax: 540-347-6331  
[Donald.mcbride@dss.virginia.gov](mailto:Donald.mcbride@dss.virginia.gov)  
Cities of Alexandria, Fairfax, Falls  
Church, Fredericksburg, Harrisonburg,  
Manassas, Manassas Park,  
Winchester; Counties of Arlington,  
Clarke, Culpeper, Fairfax, Fauquier,  
Frederick, Greene, King George,  
Loudoun, Louisa, Madison, Orange,  
Page, Prince William, Rappahannock,  
Rockingham, Shenandoah,  
Spotsylvania, Stafford, Warren.

**Piedmont Regional Office –**

Julia Clingempeel  
Phone: 540-204-9644  
Fax: 540-561-7536  
[Julia.viet@dss.virginia.gov](mailto:Julia.viet@dss.virginia.gov)  
Cities of Bedford, Charlottesville,  
Covington, Danville, Lexington,  
Lynchburg, Martinsville, Roanoke,  
Salem, Staunton; Counties of  
Albemarle, Alleghany, Amherst,  
Appomattox, Augusta, Bath, Bedford,  
Botetourt, Campbell, Charlotte, Craig,  
Franklin, Halifax, Henry, Highland,  
Mecklenburg, Nelson, Pittsylvania,  
Roanoke, Rockbridge.

**Central Regional Office –**

Niani Vines  
Phone: 804-662-9756  
Fax: 804-664-7023  
[niani.v.wynn@dss.virginia.gov](mailto:niani.v.wynn@dss.virginia.gov)  
Cities of Colonial Heights, Hopewell,  
Petersburg, Richmond; Counties of  
Amelia, Buckingham, Caroline, Charles  
City, Chesterfield, Cumberland, Essex,  
Fluvanna, Goochland, Hanover,  
Henrico, King and Queen, King William,  
Lancaster, Lunenburg, Middlesex, New  
Kent, Northumberland, Nottoway,  
Powhatan, Prince Edward, Richmond,  
Westmoreland.

# VIRGINIA LEGAL SERVICES PROGRAMS

PROGRAMS and ADDRESSES	PHONE/Fax/Web	AREAS SERVED
<p><b>BLUE RIDGE LEGAL SERVICES, INC.</b>            204 North High Street [PO Box 551, 22803]            Harrisonburg, VA 22802  <i>Cases: family, health, consumer, housing, bankruptcy, elder law, government benefits, domestic violence and all other "core priorities".</i></p> <p>303 S. Loudoun Street, Ste. D [PO Box 436, 22604]            Winchester, VA 22601  <i>Cases: see above</i></p> <p>203 North Main Street            Lexington, VA 24450  <i>Cases: see above</i></p> <p>132 Campbell Avenue, SW, Suite 300            Roanoke, VA 24011-1206  <i>Cases: see above</i></p>	<p style="text-align: center;">www.brls.org            540-433-1830            800-237-0141 clients            fax: 540-433-2202</p> <p style="text-align: center;">540-662-5021            800-678-5021 clients            fax: 540-662-5038</p> <p style="text-align: center;">540-463-7334            fax: 540-463-1029  <i>(Alleghany, Clifton Forge and Covington call 540-862-7642)</i></p> <p style="text-align: center;">540-344-2080            fax: 540-344-8085</p>	<p><i>Cities Harrisonburg and Staunton; Counties of Augusta, Highland, Page, and Rockingham.</i></p> <p><i>City of Winchester; Counties of Clarke, Frederick, Shenandoah and Warren.</i></p> <p><i>Cities of Lexington, Covington, Buena Vista and Waynesboro; Counties of Rockbridge, Bath, and Alleghany.</i></p> <p><i>Cities of Roanoke, Bedford and Salem; Counties of Bedford, Botetourt, Craig, Franklin, and Roanoke.</i></p>
<p><b>CENTRAL VIRGINIA LEGAL AID SOCIETY</b>            101 West Broad Street, Ste. 101            Richmond, VA 23220            [PO Box 12206, 23241]</p> <p>229 N. Sycamore Street            Petersburg, VA 23803</p> <p>1000 Preston Avenue, Suite B            Charlottesville, VA 22903  <i>Also housed here is the Virginia Farmworker Program (see description at right)</i></p> <p><i>Cases: Bankruptcy, Civil Rights, Consumer, Debtor Rights, Disability, Domestic Violence, Elder Law, Employment, Family, Garnishment, Health, Housing, Miscellaneous, Public Benefits, Unemployment Compensation.</i></p>	<p style="text-align: center;">www.cvlas.org            804-648-1012            800-868-1012            fax: 804-649-8794</p> <p style="text-align: center;">804-862-1100            800-868-1012            fax: 804-861-4311</p> <p style="text-align: center;">434-296-8851            800-390-9983            888-200-8479 clients            fax: 434-296-5731</p>	<p><i>City of Richmond; Counties of Charles City (elderly only) Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan</i></p> <p><i>Cities of Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Dinwiddie, Prince George, and Surry</i></p> <p><i>City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson</i></p> <p><b>Virginia Farmworker Program</b> providing advice to and representation of eligible migrant and seasonal farm workers (H-2A Agricultural Workers) statewide.</p>
<p><b>LEGAL AID SOCIETY EASTERN VIRGINIA</b>  <b>Administrative &amp; Intake Unit &amp; Norfolk Office &amp; Community Engagement Office</b>            125 St. Paul's Boulevard, Suite 400            Norfolk, VA 23510  <i>Cases: domestic relations, employment, housing, government benefits, landlord/tenant, consumer/commercial.</i></p> <p>30 W. Queens Way            Hampton, VA 23669</p> <p>Pembroke Four, Suite 532            291 Independence Boulevard            Virginia Beach, VA 23462</p> <p>PO Box 306            Belle Haven, VA 23306</p> <p>199 Armistead Avenue            Williamsburg, VA 23185</p>	<p style="text-align: center;">www.lseva.org            757-627-5426 main            888-868-1072 (all offices)            fax: 757-627-7582</p> <p style="text-align: center;">757-275-0080            fax: 757-275-0087</p> <p style="text-align: center;">757-552-0026            fax: 757-552-0411</p> <p style="text-align: center;">757-442-3014            fax: 757-442-2217</p> <p style="text-align: center;">757-220-6837            fax: 757-221-3322</p>	<p><i>Norfolk, Chesapeake, Portsmouth, Virginia Beach</i></p> <p><i>Hampton and Newport News</i></p> <p><i>Chesapeake and Virginia Beach</i></p> <p><i>Accomack and Northampton Counties</i></p> <p><i>Cities of Poquoson and Williamsburg; Counties of Gloucester, James City, Mathews, Middlesex and York</i></p>



<p><b>LEGAL AID JUSTICE CENTER</b> 1000 Preston Avenue, Suite A Charlottesville, VA 22903 Cases: <i>housing, consumer, employment, public benefits, and others.</i></p> <p><b>Petersburg Office - Child Advocacy Program</b> 37 Bollingbrook Street Petersburg, VA 23803 Cases: <i>(same as above)</i></p> <p><b>Richmond Office - Child Advocacy Program</b> 123 East Broad Street Richmond, VA 23219 Cases: <i>housing, consumer, employment, and others.</i></p> <p><b>JustChildren</b> <i>(Call any office above)</i> <i>Handles juvenile justice, education, and access to services for children</i></p> <p><b>Immigrant Advocacy Program</b> – <i>(see cases at right)</i></p> <ul style="list-style-type: none"> <li>• <b>Charlottesville Office</b> <i>(see above)</i></li> <li>• <b>Northern Virginia Office</b> 6066 Leesburg Pike, Ste. 520 Falls Church, VA 22041</li> </ul>	<p>www.justice4all.org 434-977-0553 800-578-8111 clients fax: 434-977-0558</p> <p>804-862-2205 fax: 804-643-2059</p> <p>804-643-1086 fax:804-643-2059</p> <p>800-578-8111 clients</p> <p>800-763-7323 clients</p> <p>703-778-3450 fax: 703-778-3454</p>	<p>City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson.</p> <p>Cities of Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Dinwiddie, Prince George, and Surry</p> <p>City of Richmond; Counties of Charles City, Chesterfield, Hanover, Henrico, New Kent, Goochland and Powhatan</p> <p>Central Virginia; statewide policy advocacy and technical assistance on education and juvenile justice.</p> <p>State of Virginia</p> <p><i>Handles employment and other cases related to individual status as an immigrant worker, with a focus on migrant farm workers and day laborers; immigration relief/deportation defense for minors; civil rights case on behalf of immigrants; general civil legal aid (housing, consumer, employment) on behalf of clients not eligible for LSC-funded legal services due to immigration status.</i></p>
<p><b>LEGAL AID SOCIETY OF ROANOKE VALLEY</b> 132 Campbell Avenue, SW, Suite 200 Roanoke, VA 24011-1206 Cases: <i>family, consumer/finance, income maintenance, housing, employment, health, juvenile, and other civil cases.</i></p>	<p>http://lasrv.org 540-344-2087 fax: 540-342-3064</p>	<p>Cities of Bedford, Covington, Lexington, Roanoke and Salem; Counties of Alleghany, Bath, Bedford, Botetourt, Craig, Franklin, Roanoke and Rockbridge.</p>
<p><b>LEGAL SERVICES OF NORTHERN VIRGINIA</b> <b>Main Office/Public Benefits Unit/The Law Center for Children</b> 4080 Chain Bridge Road, First Floor Fairfax, VA 22030</p> <p>Cases <i>(all offices): domestic, housing, bankruptcy, landlord/tenant, TANF, Food Stamps, wills, contracts, Medicare, utilities, education/school discipline, adoptions, guardianships, and other civil cases.</i></p> <p><b>Arlington Office</b>, 3401 Columbia Pike, Suite 301 Arlington, VA 22204</p> <p><b>Alexandria Office</b>, 121 N. Washington Street, Suite 300A, Alexandria, VA 22314</p> <p><b>Route 1 Office</b>, 8305 Richmond Highway, Suite 17B Alexandria, VA 22309</p> <p><b>Fairfax Office</b>, 4080 Chain Bridge Road, 2<sup>nd</sup> Fl. Fairfax, VA 22030</p> <p><b>Loudoun Office</b>, 8A South Street SW, Ste. A Leesburg, VA 20175</p> <p><b>Prince William Branch</b>, 9240 Center Street Manassas, VA 20110</p> <p><b>Fredericksburg Office</b>, 618 Kenmore Avenue, Ste. 2A Fredericksburg, VA 22401</p>	<p>www.lsnv.org 703-778-6800 fax: 703-273-6476</p> <p>703-532-3733 fax: 703-685-1011</p> <p>703-684-5566 fax: 703-519-3838</p> <p>571-482-2649 fax: 703-778-3455</p> <p>703-504-9141 Fax: 703-273-6476</p> <p>571-482-2688 fax: 703-771-7066</p> <p>571-482-2680 fax: 703-368-5416</p> <p>540-374-9101 fax: 540-374-9169</p>	<p>Cities of Alexandria, Fairfax, Falls Church; Counties of Arlington, Fairfax, Loudoun and Prince William</p> <p>City of Falls Church and the County of Arlington.</p> <p>City of Alexandria.</p> <p>Fairfax City and County</p> <p>Loudoun County</p> <p>Prince William County</p> <p>Caroline, Fredericksburg, Spotsylvania, Stafford</p>

<p><b>RAPPAHANNOCK LEGAL SERVICES, Inc.</b> 500 Lafayette Boulevard, Ste. 100 Fredericksburg, VA 22401</p> <p><b>Culpeper Office</b>, 146 North Main Street Culpeper, VA 22701</p> <p><b>Tappahannock Office</b>, 311 Virginia Street [PO Box 1662] Tappahannock, VA 22560</p> <p><i>Cases: housing, family, public benefits, consumer and employment.</i></p>	<p>www.rapplegal.com 540-371-1105 fax: 540-371-1114</p> <p>540-825-3131 fax: 540-825-3802</p> <p>804-443-9393 fax: 804-443-9394</p>	<p><i>Planning District #16: Caroline, Fredericksburg, King George, Spotsylvania, and Stafford</i></p> <p><i>Counties of Culpeper, Fauquier, Madison, Orange and Rappahannock</i></p> <p><i>Counties of Essex, King &amp; Queen, King William, Lancaster, Northumberland, Richmond and Westmoreland.</i></p>
<p><b>SOUTHWEST VIRGINIA LEGAL AID SOCIETY</b> <b>Administrative Office/Marion Office</b> 227 West Cherry Street Marion, VA 24354</p> <p><b>Castlewood Office/Centralized Intake Unit</b> 16932 West Hills Drive [PO BOX 670], Castlewood, VA 24224</p> <p><b>Christiansburg Office</b>, 155 Arrowhead Trail Christiansburg, VA 24073</p> <p><i>Advice and referral on most civil issues; service emphasis on debtor relief, government (public) benefit programs, health, housing, domestic violence, and foster care.</i></p>	<p>www.svlas.org 276-783-8300 800-277-6754 clients fax: 276-783-7411</p> <p>276-762-9534 fax: 276-762-9356</p> <p>540-382-6157 800-468-1366 clients fax: 540-382-5981</p>	<p><i>Whole service area and specifically the Cities of Bristol and Galax; Counties of Bland, Buchanan, Carroll, Grayson, Russell, Smyth, Tazewell, Washington and Wythe</i></p> <p><i>Whole service area and specifically the City of Norton; Counties of Dickenson, Lee, Scott, and Wise</i></p> <p><i>City of Radford; the Counties of Floyd, Giles, Montgomery, and Pulaski</i></p>
<p><b>VIRGINIA LEGAL AID SOCIETY, INC.</b> <b>Administrative Office</b>, 513 Church Street [PO BOX 6200, 24505], Lynchburg, VA 24504</p> <p><b>Danville Office</b>, 519 Main Street Danville, VA 24541</p> <p><b>Emporia Office – Outreach Location Only</b> 412 South Main Street Emporia, VA 23847-2314</p> <p><b>Farmville Office</b>, 104 High Street Farmville, VA 23901-0280</p> <p><b>Lynchburg Office</b>, 513 Church Street [PO BOX 6200, 24505], Lynchburg, VA 24504</p> <p><b>Suffolk Office</b>, 155 E. Washington Street [PO BOX 3356, 23439-3356], Suffolk, VA 23434</p> <p><i>Cases: health care, public benefits, housing, family relations, advance directives, consumer, education, economic self-sufficiency.</i></p>	<p>www.vlas.org Intake 866-534-5243 434-528-4722 fax: 434-528-3571</p> <p>434-799-3550 888-799-3550 clients fax: 434-799-5739</p> <p>434-392-8108 888-392-0223 clients fax: 434-392-5121</p> <p>434-846-1326 888-846-8527 clients fax: 434-846-3826</p> <p>757-539-3441 800-539-3441 clients fax: 757-539-5142</p>	<p><i>Entire Program Area</i></p> <p><i>Cities of Danville, Martinsville and Counties of Henry, Patrick, Pittsylvania.</i></p> <p><i>Town of Farmville and Counties of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Mecklenburg, Nottoway, and Prince Edward.</i></p> <p><i>City of Lynchburg and Counties of Amherst, Appomattox, Campbell and Halifax.</i></p> <p><i>Cities of Suffolk and Franklin and Counties of Isle of Wight and Southampton.</i></p>
<p><b>Legal Services Corporation of Virginia</b> 919 East Main Street, Suite 615 Richmond, VA 23219</p>	<p>804-782-9438 fax: 804-648-3917</p>	<p><i>State of Virginia</i></p>
<p><b>VIRGINIA POVERTY LAW CENTER</b> 919 East Main Street, Ste. 610 Richmond, VA 23219</p>	<p>www.vplc.org 804-782-9430 800-868-8752 fax: 804-649-0974</p>	<p><i>State of Virginia</i> <i>VPLC provides training, research and other support services to the legal services community in Virginia.</i></p>
<p align="center"><b>Legal Aid Help Line 866-legl-aid (534-5243)</b></p>		

# GLOSSARY OF TERMS

*(Sources: the FAMIS and Medicaid Handbooks, the Medallion 4.0 contract, Healthcare.gov, and the Department of Medical Assistance Services website)*

**Authorized Representative** – A person who is authorized in writing to conduct the personal or financial affairs for an individual.

**Caseworker** – Eligibility Worker at the local department of social services who processes the application to determine Medicaid eligibility and maintains the ongoing case. This is the person to contact regarding changes, such as address or income, or problems, such as not receiving the Medicaid card.

**CCC Plus** – See Commonwealth Coordinated Care Plus.

**Certified Application Counselor** – Volunteer trained by the government and authorized by an applicant to assist with state-sponsored health insurance and federal Health Insurance Marketplace applications.

**Coinsurance** – The portion of Medicare, Medicaid, or other insurance, allowed charges for which the patient is responsible.

**CommonHelp** – CommonHelp at [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) is the online website where individuals and families can apply for Medicaid, FAMIS and other benefits. It is provided through the Virginia Department of Social Services.

**Commonwealth Coordinated Care Plus (CCC Plus)** – CCC Plus is a Medicaid program that provides medical, behavioral, substance use disorder, and long term services and supports all under one program. CCC Plus is for full Medicaid members who are either: 65 and older, children or adults with disabilities, nursing facility residents, or someone receiving services through a home and community based waiver. The six Managed Care Programs delivering these services are the same as the Medallion 4.0 managed care organizations.

**Copayment** – The portion of FAMIS/Medicaid-allowed charges which a member is required to pay directly to the provider for certain services or procedures rendered.

**Cost Sharing Reduction/Subsidy (CSR)** – A discount that lowers the amount a person has to pay for deductibles, copayments, and coinsurance. In the Health Insurance Marketplace, cost-sharing reductions are often called “extra savings.” If a person qualifies, he/she must enroll in the “Silver” category of plan on the Marketplace to get the extra savings. This person would also have a lower out-of-pocket maximum, the total amount he/she’d have to pay for covered medical services per year. When the person reaches the out-of-pocket maximum, the insurance plan then covers 100% of all covered services.

**Cover Virginia** – Virginia’s statewide customer service center providing information and assistance for FAMIS, Medicaid, Plan First and other insurance options. The Cover Virginia statewide customer service center at (855) 242-8282 is staffed by knowledgeable and courteous representatives who can provide confidential application assistance and program information. You can apply, report changes, receive application status updates, or renew your coverage by calling Cover Virginia.

**Coverva.org** – The Cover Virginia website providing information about FAMIS, Medicaid, Plan First and other state and federal health insurance options. The website Coverva.org includes an eligibility screening tool and easy access to all the ways to apply for coverage as well as links to other health resources and assistance.

**DMAS (Virginia Department of Medical Assistance Services)** – The agency that administers the FAMIS and Medicaid programs in Virginia.

**DSS (Virginia Department of Social Services)** – The agency responsible for determining eligibility for medical assistance and the provision of related social services. This includes the local Departments of Social Services.

**Eligibility Worker** – Eligibility worker at the local Department of Social Services who reviews your FAMIS or FAMIS Plus (Medicaid) case to determine if you are eligible. This is the person you would contact regarding changes, such as your address or income, or problems, such as not receiving your FAMIS and Medicaid card.

**EPSDT** – Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program is a program of preventive health care and well child examinations with tests and immunizations for children and teens from birth up to age 21. Medically necessary services needed to correct or improve defects and physical or mental illnesses (discovered during a screening examination) may be covered as a part of the EPSDT program even if they are not covered under the State’s Medicaid benefit plan.

**FAMIS** – Family Access to Medical Insurance Security (FAMIS, pronounced like “famous”) is Virginia’s Children’s Health Insurance Program. It is a comprehensive health insurance program for uninsured children from birth through age 18 with income between 149% and 205% of the federal poverty level. FAMIS is administered by DMAS and is funded by the state and federal government. FAMIS has higher income limits than Medicaid.

**FAMIS MOMS** – Is a health insurance program for pregnant women with income eligibility the same as FAMIS.

**FAMIS Plus** – Is the Medicaid program for children from birth through age 18 in families with incomes below 148% of the federal poverty level.

**FAMIS Select** – Gives families of FAMIS-enrolled children the opportunity to choose between coverage under FAMIS and coverage through a private or

employer-sponsored health plan. Children enrolled in FAMIS Select access health insurance through their employer-sponsored health plan/private plan and will present the identification card of that plan for payment. Children enrolled in FAMIS Select do not have access to direct FAMIS coverage except if needed to cover childhood immunizations.

**Fee-for-Service** – A method in which doctors and other health care providers are paid for each service performed. In Medicaid Fee-for-Service, the Medicaid provider charges a fee for each service and receives payment from DMAS for each service.

**Fraud** – A deliberate withholding or hiding of information or giving false information to obtain or attempt to obtain Medicaid benefits

**Governor’s Access Plan (GAP)** – Launched in 2015 to expand mental health care services in Virginia, GAP is a Medicaid plan that provides limited medical and behavioral health care coverage for low income individuals with Serious Mental Illness (SMI). It includes mental health and substance use disorder services, medical doctor visits, medications, access to a 24-hour crisis line, recovery navigation services, and case management. This plan will be ending soon after the onset of the new Health Coverage for Adults.

**Generic Drugs** – Copies of drugs that are the same as a brand-name drug in dosage, safety, strength, quality, performance, and intended use. The Food and Drug Administration requires generic drugs to have the same quality, strength, purity, and stability as brand name drugs. Manufacturers of generic drugs don’t have the same investment costs as a developer of new drugs; therefore generic drugs are less expensive

**Health Insurance Marketplace (HIM or “Marketplace”)** – Online marketplace of private insurance plans. Individuals can shop for health insurance, compare private plans, and determine whether they qualify for tax credits and subsidies to help pay for insurance.

**Local Department of Social Services (LDSS)** – the city or county DSS office is responsible for the management of FAMIS/Medicaid cases. A complete listing of these offices is in this section of the Tool Kit.

**Low Income Families with Children (LIFC)** – LIFC is the category of Medicaid for very low income parents or a caretaker relative.

**Managed Care** – Delivery of health care services emphasizing the relationship between a primary care provider (PCP) and the FAMIS/Medicaid member (referred to as a “medical home”). The goal of managed care is to have a central point through which all medical care is coordinated. Managed care has proven to enhance access to care, promote patient compliance and responsibility when seeking medical care and services, provide for continuity of care, encourage preventive care, and produce better medical outcomes. Most Virginia FAMIS and Medicaid members are required to receive their medical care through managed care programs.

**Managed Care Organization (MCO)** – is a health plan contracted to provide medical services and coordinate health care services through a network of providers. They contract with DMAS to provide, arrange for, deliver, pay for, or reimburse any of the costs of health care services for FAMIS and Medicaid enrollees.

**Medallion 4.0** – A statewide mandatory Medicaid program which utilizes contracted managed care organizations (MCOs) to provide medical services to qualified individuals.

**Medicaid** – A health insurance program that helps pay for medical care for certain individuals and families with low incomes and resources, if applicable. Made possible via Title XIX of the Social Security Act and various demonstration waivers. The cost of the program is shared by the state and the federal government.

**Medically Necessary** – Reasonable and necessary services for the diagnosis or treatment of an illness or injury or to improve physical functioning.

**Medically Needy** – Individuals who meet Medicaid covered group requirements, but have excess income. A medically needy determination requires a resource test and includes pregnant women, children under the age of 18, foster care and adoption assistance, and those in ICF/IIDs up to age 21, ABD up to age 21. Parents and caretaker relatives do not qualify under medically needy. Medically needy individuals are excluded from managed care enrollment.

**Medicare** – Medicare is the federal health insurance program for: People who are 65 or older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD). The federal government administers and funds this program.

**MMIS (Medicaid Management Information System)** – This is the medical assistance and payment information system of the Virginia Department of Medical Assistance Services. It interfaces with VaCMS, the MCOs, and other contractors. It validates MCO encounters and processes Fee-for-Service claims.

**Navigator** – An individual or organization that is trained and able to help consumers, small businesses, and their employees as they look for health coverage options through the federal Health Insurance Marketplace, including completing eligibility and enrollment forms. These individuals and organizations are required to be unbiased. Their services are free to consumers. They may also assist people in applying for the Medicaid and FAMIS programs.

**New Health Coverage for Adults** – A category of the Virginia Medicaid program for adults with incomes under 138% of the federal poverty level. Enrollment begins in Virginia on January 1, 2019.

**Open Enrollment (Marketplace)** – The time frame in which people can shop for private health insurance on the federal Health Insurance Marketplace. The dates for this year are November 1 through December 15, 2018.

**Open Enrollment (Medicaid)** – The time frame in which Medicaid/FAMIS Plus members are allowed to change from one MCO to another, without cause, at least once every 12 months. The dates of open enrollment depend upon where the person lives in Virginia. Within sixty (60) days prior to the open enrollment effective date, DMAS will inform the member of the opportunity to remain with the current health plan or change to another health plan without cause. Those members who do not choose a new MCO within sixty (60) days of the open enrollment period shall remain in his or her current health plan selection until their next open enrollment effective date.

**Out-of-Network Coverage** – This is coverage provided outside of the established MCO network; medical care rendered to a member by a provider not affiliated with the MCO or contracted with the MCO.

**Patient Pay** – Individuals with income may have to contribute to the cost of their long-term care services.

**Plan First** – The Medicaid fee-for-service family planning program. The purpose of this program is to reduce unplanned pregnancies, increase spacing between births, reduce infant mortality rates, and reduce the rates of abortions due to unintended pregnancies. Men and women not eligible for full benefit Medicaid or FAMIS/FAMIS MOMS, who have income above 139% and 205% of the federal poverty level and meet citizenship and identity requirements may be eligible for Plan First.

**Premium** – The monthly amount paid for a health insurance policy.

**Premium Tax Credits** – A tax credit people use to lower their monthly insurance payment (called your “premium”) when they enroll in a plan through the Health Insurance Marketplace. The tax credit is based on the income estimate and household information people report on their Marketplace applications. If the person’s estimated income falls between 100% and 400% of the federal poverty level for his/her household size, he/she qualifies for a premium tax credit. A person can use all, some, or none of the premium tax credit in advance to lower his/her monthly premium. If he/she uses more advance payments of the tax credit than he/she qualifies for based on the final yearly income, the individual must repay the difference when filing federal income taxes. If the individual uses less premium tax credit than he/she qualifies for, a refundable credit is issued when taxes are filed.

**Primary Care Provider (PCP)** – The doctor or clinic that provides most personal health care needs, gives the recipient referrals to other health care providers when needed, and monitors FAMIS/Medicaid member health. A PCP may be an internist, a pediatrician (children’s doctor), OB/GYN (women’s doctor), family doctor, or certain clinics and health departments.

**Resources (Assets)** – Resources include money on hand, in the bank, and in a safe deposit box; stocks, bonds, certificates of deposit, trusts, pre-paid burial plans; cars, boats, life insurance policies, and real property.

**SSI (Supplemental Security Income)** – SSI is a federal program administered by the Social Security Administration that pays monthly benefits to individuals who are disabled, blind or age 65 or older with limited income and resources. Children and adults who are blind or disabled can receive SSI benefits.

**Smiles For Children** – Is Virginia’s dental program for children up to age 21 and pregnant women enrolled in Medicaid, FAMIS, FAMIS Plus, and FAMIS MOMS. It is administered by DentaQuest.

**Special Enrollment Period (SEP)** – A time outside the yearly Open Enrollment Period when people can sign up for health insurance on the Marketplace. People qualify for these by having a certain life event, including losing health coverage, moving, getting married, or having or adopting a child. If the person qualifies for a SEP, he/she usually has up to 60 days following the event to enroll in a plan. If the person misses that window, he/she has to wait until the next Open Enrollment Period to apply.

**Third-Party Liability** – The legal obligation of third parties, i.e., certain individuals, entities, or programs, to pay all or part of the expenditures for medical assistance furnished under the State Plan.

**VaCMS (Virginia Case Management System)** – This is the integrated eligibility and enrollment computer system housed at the Virginia Department of Social Services and used by the local Departments of Social Services to determine eligibility for Medicaid, FAMIS, and other benefits, and manage the enrolled cases on an ongoing basis.



# **SOCIAL SECURITY ADMINISTRATION**

## **Application for a Social Security Card**

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**Applying for a Social Security Card is free!**

### **USE THIS APPLICATION TO:**

- Apply for an original Social Security card
- Apply for a replacement Social Security card
- Change or correct information on your Social Security number record

**IMPORTANT:** You MUST provide a properly completed application and the required evidence before we can process your application. We can only accept original documents or documents certified by the custodian of the original record. Notarized copies or photocopies which have not been certified by the custodian of the record are not acceptable. We will return any documents submitted with your application. For assistance call us at 1-800-772-1213 or visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov).

### **Original Social Security Card**

To apply for an original card, you must provide at least two documents to prove age, identity, and U.S. citizenship or current lawful, work-authorized immigration status. If you are not a U.S. citizen and do not have DHS work authorization, you must prove that you have a valid non-work reason for requesting a card. See page 2 for an explanation of acceptable documents.

NOTE: If you are age 12 or older and have never received a Social Security number, you must apply in person.

### **Replacement Social Security Card**

To apply for a replacement card, you must provide one document to prove your identity. If you were born outside the U.S., you must also provide documents to prove your U.S. citizenship or current, lawful, work-authorized status. See page 2 for an explanation of acceptable documents.

### **Changing Information on Your Social Security Record**

To change the information on your Social Security number record (i.e., a name or citizenship change, or corrected date of birth) you must provide documents to prove your identity, support the requested change, and establish the reason for the change. For example, you may provide a birth certificate to show your correct date of birth. A document supporting a name change must be recent and identify you by both your old and new names. If the name change event occurred over two years ago or if the name change document does not have enough information to prove your identity, you must also provide documents to prove your identity in your prior name and/or in some cases your new legal name. If you were born outside the U.S. you must provide a document to prove your U.S. citizenship or current lawful, work-authorized status. See page 2 for an explanation of acceptable documents.

### **LIMITS ON REPLACEMENT SOCIAL SECURITY CARDS**

Public Law 108-458 limits the number of replacement Social Security cards you may receive to 3 per calendar year and 10 in a lifetime. Cards issued to reflect changes to your legal name or changes to a work authorization legend do not count toward these limits. We may also grant exceptions to these limits if you provide evidence from an official source to establish that a Social Security card is required.

### **IF YOU HAVE ANY QUESTIONS**

If you have any questions about this form or about the evidence documents you must provide, please visit our website at [www.socialsecurity.gov](http://www.socialsecurity.gov) for additional information as well as locations of our offices and Social Security Card Centers. You may also call Social Security at 1-800-772-1213. You can also find your nearest office or Card Center in your local phone book.

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## EVIDENCE DOCUMENTS

The following lists are examples of the types of documents you must provide with your application and are not all inclusive. Call us at 1-800-772-1213 if you cannot provide these documents.

**IMPORTANT** : If you are completing this application on behalf of someone else, you must provide evidence that shows your authority to sign the application as well as documents to prove your identity and the identity of the person for whom you are filing the application. We can only accept original documents or documents certified by the custodian of the original record. Notarized copies or photocopies which have not been certified by the custodian of the record are not acceptable.

### **Evidence of Age**

In general, you must provide your birth certificate. In some situations, we may accept another document that shows your age. Some of the other documents we may accept are:

- U.S. hospital record of your birth (created at the time of birth)
- Religious record established before age five showing your age or date of birth
- Passport
- Final Adoption Decree (the adoption decree must show that the birth information was taken from the original birth certificate)

### **Evidence of Identity**

You must provide current, unexpired evidence of identity in your legal name. Your legal name will be shown on the Social Security card. Generally, we prefer to see documents issued in the U.S. Documents you submit to establish identity **must** show your legal name AND provide biographical information (your date of birth, age, or parents' names) **and/or** physical information (photograph, or physical description - height, eye and hair color, etc.). If you send a photo identity document but do not appear in person, the document must show your biographical information (e.g., your date of birth, age, or parents' names). Generally, documents without an expiration date should have been issued within the past two years for adults and within the past four years for children.

As proof of your identity, you must provide a:

- U.S. driver's license; or
- U.S. State-issued non-driver identity card; or
- U.S. passport

If you do not have one of the documents above or cannot get a replacement within 10 work days, we may accept other documents that show your legal name and biographical information, such as a U.S. military identity card, Certificate of Naturalization, employee identity card, certified copy of medical record (clinic, doctor or hospital), health insurance card, Medicaid card, or school identity card/record. For young children, we may accept medical records (clinic, doctor, or hospital) maintained by the medical provider. We may also accept a final adoption decree, or a school identity card, or other school record maintained by the school.

If you are not a U.S. citizen, we must see your current U.S. immigration document(s) and your foreign passport with biographical information or photograph.

**WE CANNOT ACCEPT A BIRTH CERTIFICATE, HOSPITAL SOUVENIR BIRTH CERTIFICATE, SOCIAL SECURITY CARD STUB OR A SOCIAL SECURITY RECORD as evidence of identity.**

### **Evidence of U.S. Citizenship**

In general, you must provide your U.S. birth certificate or U.S. Passport. Other documents you may provide are a Consular Report of Birth, Certificate of Citizenship, or Certificate of Naturalization.

### **Evidence of Immigration Status**

You must provide a current unexpired document issued to you by the Department of Homeland Security (DHS) showing your immigration status, such as Form I-551, I-94, or I-766. If you are an international student or exchange visitor, you may need to provide additional documents, such as Form I-20, DS-2019, or a letter authorizing employment from your school and employer (F-1) or sponsor (J-1). We **CANNOT** accept a receipt showing you applied for the document. If you are not authorized to work in the U.S., we can issue you a Social Security card only if you need the number for a valid non-work reason. Your card will be marked to show you cannot work and if you do work, we will notify DHS. See page 3, item 5 for more information.

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## **HOW TO COMPLETE THIS APPLICATION**

**Complete and sign this application LEGIBLY using ONLY black or blue ink on the attached or downloaded form using only 8 ½" x 11" (or A4 8.25" x 11.7") paper.**

**GENERAL:** Items on the form are self-explanatory or are discussed below. The numbers match the numbered items on the form. If you are completing this form for someone else, please complete the items as they apply to that person.

4. Show the month, day, and full (4 digit) year of birth; for example, "1998" for year of birth.

5. If you check "Legal Alien Not Allowed to Work" or "Other," you must provide a document from a U.S. Federal, State, or local government agency that explains why you need a Social Security number and that you meet all the requirements for the government benefit. NOTE: Most agencies do not require that you have a Social Security number. Contact us to see if your reason qualifies for a Social Security number.

6., 7. Providing race and ethnicity information is voluntary and is requested for informational and statistical purposes only. Your choice whether to answer or not does not affect decisions we make on your application. If you do provide this information, we will treat it very carefully.

9.B., 10.B. If you are applying for an original Social Security card for a child under age 18, you MUST show the parents' Social Security numbers unless the parent was never assigned a Social Security number. If the number is not known and you cannot obtain it, check the "unknown" box.

13. If the date of birth you show in item 4 is different from the date of birth currently shown on your Social Security record, show the date of birth currently shown on your record in item 13 and provide evidence to support the date of birth shown in item 4.

16. Show an address where you can receive your card 7 to 14 days from now.

17. WHO CAN SIGN THE APPLICATION? If you are age 18 or older and are physically and mentally capable of reading and completing the application, you must sign in item 17. If you are under age 18, you may either sign yourself, or a parent or legal guardian may sign for you. If you are over age 18 and cannot sign on your own behalf, a legal guardian, parent, or close relative may generally sign for you. If you cannot sign your name, you should sign with an "X" mark and have two people sign as witnesses in the space beside the mark. Please do not alter your signature by including additional information on the signature line as this may invalidate your application. Call us if you have questions about who may sign your application.

## **HOW TO SUBMIT THIS APPLICATION**

In most cases, you can take or mail this signed application with your documents to any Social Security office. Any documents you mail to us will be returned to you. Go to

<https://secure.ssa.gov/apps6z/FOLO/fo001.jsp> to find the Social Security office or Social Security Card Center that serves your area.

---

## PROTECT YOUR SOCIAL SECURITY NUMBER AND CARD

Protect your SSN card and number from loss and identity theft. DO NOT carry your SSN card with you. Keep it in a secure location and only take it with you when you must show the card; e.g., to obtain a new job, open a new bank account, or to obtain benefits from certain U.S. agencies. Use caution in giving out your Social Security number to others, particularly during phone, mail, email and Internet requests you did not initiate.

### PRIVACY ACT STATEMENT Collection and Use of Personal Information

Sections 205(c) and 702 of the Social Security Act, as amended, authorize us to collect this information. The information you provide will be used to assign you a Social Security number and issue a Social Security card.

The information you furnish on this form is voluntary. However, failure to provide the requested information may prevent us from issuing you a Social Security number and card.

We rarely use the information you supply for any purpose other than for issuing a Social Security number and card. However, we may use it for the administration and integrity of Social Security programs. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include but are not limited to the following:

1. To enable a third party or an agency to assist Social Security in establishing rights to Social Security benefits and/or coverage;
2. To comply with Federal laws requiring the release of information from Social Security records (e.g., to the Government Accountability Office and Department of Veterans' Affairs);
3. To make determinations for eligibility in similar health and income maintenance programs at the Federal, State, and local level; and
4. To facilitate statistical research, audit or investigative activities necessary to assure the integrity of Social Security programs.

We may also use the information you provide in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. Information from these matching programs can be used to establish or verify a person's eligibility for Federally-funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.

Complete lists of routine uses for this information are available in System of Records Notice 60-0058 (Master Files of Social Security Number (SSN) Holders and SSN Applications). The Notice, additional information regarding this form, and information regarding our systems and programs, are available on-line at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at any local Social Security office.

This information collection meets the requirements of 44 U.S.C. §3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 8.5 to 9.5 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address, not the completed form.**

# SOCIAL SECURITY ADMINISTRATION

## Application for a Social Security Card

Form Approved  
OMB No. 0960-0066

<b>1</b>	<b>NAME</b> TO BE SHOWN ON CARD	First	Full Middle Name	Last										
	FULL NAME AT BIRTH IF OTHER THAN ABOVE	First	Full Middle Name	Last										
	OTHER NAMES USED													
<b>2</b>	Social Security number previously assigned to the person listed in item 1	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> </tr> </table>												
<b>3</b>	<b>PLACE OF BIRTH</b> (Do Not Abbreviate) City	State or Foreign Country		<b>4</b>										
		Office Use Only FCI	<b>DATE OF BIRTH</b> MM/DD/YYYY											
<b>5</b>	<b>CITIZENSHIP</b> (Check One)	<input type="checkbox"/> U.S. Citizen	<input type="checkbox"/> Legal Alien Allowed To Work	<input type="checkbox"/> Legal Alien <b>Not</b> Allowed To Work (See Instructions On Page 3)										
		<input type="checkbox"/> Other (See Instructions On Page 3)												
<b>6</b>	<b>ETHNICITY</b> Are You Hispanic or Latino? (Your Response is Voluntary) <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>7</b>	<b>RACE</b> Select One or More (Your Response is Voluntary)											
		<input type="checkbox"/> Native Hawaiian <input type="checkbox"/> American Indian <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Alaska Native <input type="checkbox"/> Black/African American <input type="checkbox"/> White <input type="checkbox"/> Asian												
<b>8</b>	<b>SEX</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female												
<b>9</b>	<b>A. PARENT/ MOTHER'S NAME AT HER BIRTH</b>	First	Full Middle Name	Last										
	<b>B. PARENT/ MOTHER'S SOCIAL SECURITY NUMBER</b> (See instructions for 9 B on Page 3)	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> </tr> </table> <input type="checkbox"/> Unknown												
<b>10</b>	<b>A. PARENT/ FATHER'S NAME</b>	First	Full Middle Name	Last										
	<b>B. PARENT/ FATHER'S SOCIAL SECURITY NUMBER</b> (See instructions for 10B on Page 3)	<table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> <td style="width:10%; border: 1px solid black;"> </td> </tr> </table> <input type="checkbox"/> Unknown												
<b>11</b>	Has the person listed in item 1 or anyone acting on his/her behalf ever filed for or received a Social Security number card before? <input type="checkbox"/> Yes (If "yes" answer questions 12-13) <input type="checkbox"/> No <input type="checkbox"/> Don't Know (If "don't know," skip to question 14.)													
<b>12</b>	Name shown on the most recent Social Security card issued for the person listed in item 1	First	Full Middle Name	Last										
<b>13</b>	Enter any different date of birth if used on an earlier application for a card	MM/DD/YYYY												
<b>14</b>	<b>TODAY'S DATE</b> MM/DD/YYYY	<b>15</b>	<b>DAYTIME PHONE NUMBER</b> Area Code    Number											
<b>16</b>	<b>MAILING ADDRESS</b> (Do Not Abbreviate)	Street Address, Apt. No., PO Box, Rural Route No.												
		City	State/Foreign Country	ZIP Code										
<b>17</b>	<b>YOUR SIGNATURE</b>	<b>18</b>	<b>YOUR RELATIONSHIP TO THE PERSON IN ITEM 1 IS:</b> <input type="checkbox"/> Self <input type="checkbox"/> Natural Or Adoptive Parent <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other Specify _____											

DO NOT WRITE BELOW THIS LINE (FOR SSA USE ONLY)									
NPN		DOC		NTI		CAN		ITV	
PBC	EVI	EVA	EVC	PRA	NWR	DNR	UNIT		
EVIDENCE SUBMITTED						SIGNATURE AND TITLE OF EMPLOYEE(S) REVIEWING EVIDENCE AND/OR CONDUCTING INTERVIEW			
						DATE			
						DATE			
						DCL		DATE	

# Helpful Sources of Information on the Internet

## ***Virginia's Program Information***

### **Department of Medical Assistance Services (DMAS)**

**[www.dmas.virginia.gov](http://www.dmas.virginia.gov)**

Under Programs & Services there is a lot of consumer information. In that section, under Maternal & Child Health Resources you can find information on FAMIS Plus, FAMIS, FAMIS MOMS, Medicaid for Pregnant Women, FAMIS Select, Smiles For Children, and Plan First. Under Client Services, you can find Medicaid Handbooks, information about DMAS's programs and their guidelines and information on how to file an appeal for denied eligibility.

In the Managed Care Benefits section, you can find information on the Medallion 4.0 and CCC Plus Programs.

### **CoverVirginia website: [www.coverva.org](http://www.coverva.org)**

Here you can find information on health care affordability programs (including Medicaid, Plan First, Smiles For Children, and the FAMIS Programs) and the options available through the Federal Marketplace. It has Frequently Asked Questions about the Affordable Care Act and a glossary of terms. It lists the health Plans providing FAMIS services. If you click on "Apply" it gives you information, the Call Center phone number, links to CommonHelp and [Healthcare.gov](http://Healthcare.gov), and links to people who can assist you in applying - "Application Assisters." Under its "Am I Eligible?" button it has a screening tool where you can answer a few questions, enter income information and it will tell you what programs you might be eligible for. For people helping families to apply, it is downloadable materials - the Application, handbooks, forms, etc., and a way to order multiple copies of things on line (Click on "Partners," then click on "Materials"). The website is available in many languages.

## ***Outreach in Virginia***

### **SignUpNow: <http://tinyurl.com/vhcfsignupnow>**

Here you can get up to date program enrollment information, training dates, helpful hints, back issues of our newsletter *SignUpNow Outreach* in PDF format, updates and full text of the *SignUpNow Tool Kit*, etc. You can also access an up to date listing of *SignUpNow's* In-person Workshops and its On-demand Training Curriculum.

SignUpNow c/o VHCF, 707 E. Main Street, Suite 1350, Richmond, VA 23219  
Phone: (804) 828-6062 e-mail: [signupnow@vhcf.org](mailto:signupnow@vhcf.org)

**Virginia Health Care Foundation: [www.vhcf.org](http://www.vhcf.org)**

Information on the uninsured and medically underserved in Virginia, including the annual *Profile of Virginia's Uninsured*. Information on *Project Connect*, its local outreach initiative to help eligible uninsured children, pregnant women, and adults enroll in state-sponsored health insurance, is also available.

Virginia Health Care Foundation  
707 East Main Street, Suite 1350, Richmond, VA 23219  
Phone: (804) 828-5804 e-mail: [signupnow@vhcf.org](mailto:signupnow@vhcf.org)

**ENROLL-Virginia!: [www.enroll-virginia.com](http://www.enroll-virginia.com)**

Enroll Virginia's statewide toll-free phone system and website will help Virginians connect to a person who is able to provide one-on-one assistance with applying for health coverage via the Federal Health Insurance Marketplace in their communities. The website is a collaborative project which also provides information about other navigators, certified application counselors, in person assisters, and trusted organizations that will help Virginians apply for health coverage. Also included is a "Learn More" link where people can read more about topics related to the ACA.

ENROLL-Virginia!  
Phone: (888) 392-5132 e-mail: [info@enroll-virginia.com](mailto:info@enroll-virginia.com)

***Health Insurance Outreach – National Information***

**The Center on Budget and Policy Priorities: [www.cbpp.org](http://www.cbpp.org)**

The center is a nonpartisan research organization/policy institute that conducts research and analysis on a range of government policies and programs, with an emphasis on those affecting low- and moderate-income people. Information on many other issues regarding aspects of CHIP and Medicaid are downloadable free-of charge from their web site in the Health section.

Center on Budget and Policy Priorities  
820 First Street, NE, #510, Washington, DC 20002  
Phone: (202) 408-1080

**The Center for Children and Families, Georgetown University:  
<http://ccf.georgetown.edu>**

A policy and research center whose mission is to expand and improve health coverage for America's children and families. Includes resources on CHIP and Medicaid. They have a weekly *Say Ahhh!* blog that gives information on various related issues.

Center for Children and Families, Healthy Policy Institute, Georgetown University,  
3300 Whitehaven Street, NW, Suite 5000, Washington, DC 20057-1485  
Phone: (202) 784-3138 e-mail: [childhealth@georgetown.edu](mailto:childhealth@georgetown.edu)

**The Centers for Medicaid and Medicare Services:**

**[www.cms.gov](http://www.cms.gov) and [www.Medicaid.gov](http://www.Medicaid.gov)**

The Center for Medicaid and CHIP Services (CMCS) is one of six Centers within the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services (HHS). CMCS serves as the focal point for all national program policies and operations related to Medicaid and the Children's Health Insurance Program (CHIP). Official information on Medicaid and CHIP, including state plans and annual reports.

**Families USA: [www.familiesusa.org](http://www.familiesusa.org)**

Compilation of studies and reports both conducted by Families USA and by others. Includes statistics on uninsured children in the United States. It also houses the historical Enroll America "Best Practice Institute" information.

Families USA

1201 New York Avenue, NW, Ste. 1100, Washington, DC 20005

Phone: (202) 628-3030 e-mail: [info@familiesusa.org](mailto:info@familiesusa.org)

**Insure Kids Now: [www.insurekidsnow.gov](http://www.insurekidsnow.gov)**

"Connecting Kids to Coverage" National Campaign is a national campaign to link the nation's 10 million uninsured children – from birth to age 18 – to free and low-cost health insurance. The site has links to every state's children's health insurance program. Also includes customizable outreach materials in the "Outreach Tool Library" section of the site.

**The Kaiser Family Foundation: [www.kff.org](http://www.kff.org)**

Especially the section on the Kaiser Commission on Medicaid and the Uninsured. Information on many other issues is downloadable free-of charge from their web site.

The Kaiser Family Foundation

1450 G Street, NW, Suite 250, Washington, DC 20005

Phone: (202) 347-5270

**Robert Wood Johnson Foundation:**

**<http://www.rwjf.org/en/our-focus-areas/topics/health-coverage.html>**

By developing policies and programs to expand health coverage and maximize enrollment in existing coverage programs, RWJF is working to ensure that everyone in America has stable, affordable health care coverage.

Robert Wood Johnson Foundation

PO Box 2316, Route 1 and College Road East, Princeton, NJ 08543

Phone: (877) 843-7953



## ***Immigration/Citizenship Issues***

**US Citizenship and Immigration Services:** <http://www.uscis.gov>  
Official information on Public Charge and other immigration issues.

**Families USA, The Center on Budget and Policy Priorities, and The Kaiser Family Foundation** (websites previously listed)

All these sites have vast amounts of information on the Deficit Reduction Act of 2005 and its impact on Medicaid (requiring proof of citizenship and identity) and on Public Charge

**The Center for Children and Families** <https://ccf.georgetown.edu/> and **the Center on Health Insurance Reforms** <https://chir.georgetown.edu/> are both at Georgetown University and provide information on the changes to the Public Charge rules.

**Protecting Immigrant Families:**  
<https://protectingimmigrantfamilies.org/>

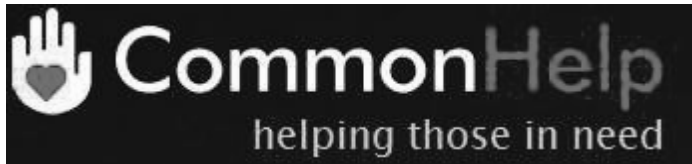
The Protecting Immigrant Families campaign, is made up of hundreds of diverse organizations concerned with the impact of governmental policies on immigrant families. This website has a lot of information on the Public Charge rule changes and documents on how to talk with families about this issue.

## ***Tax Filing Information***

**Internal Revenue Service Interactive Tax Assistant (ITA)**  
<https://www.irs.gov/help/ita>

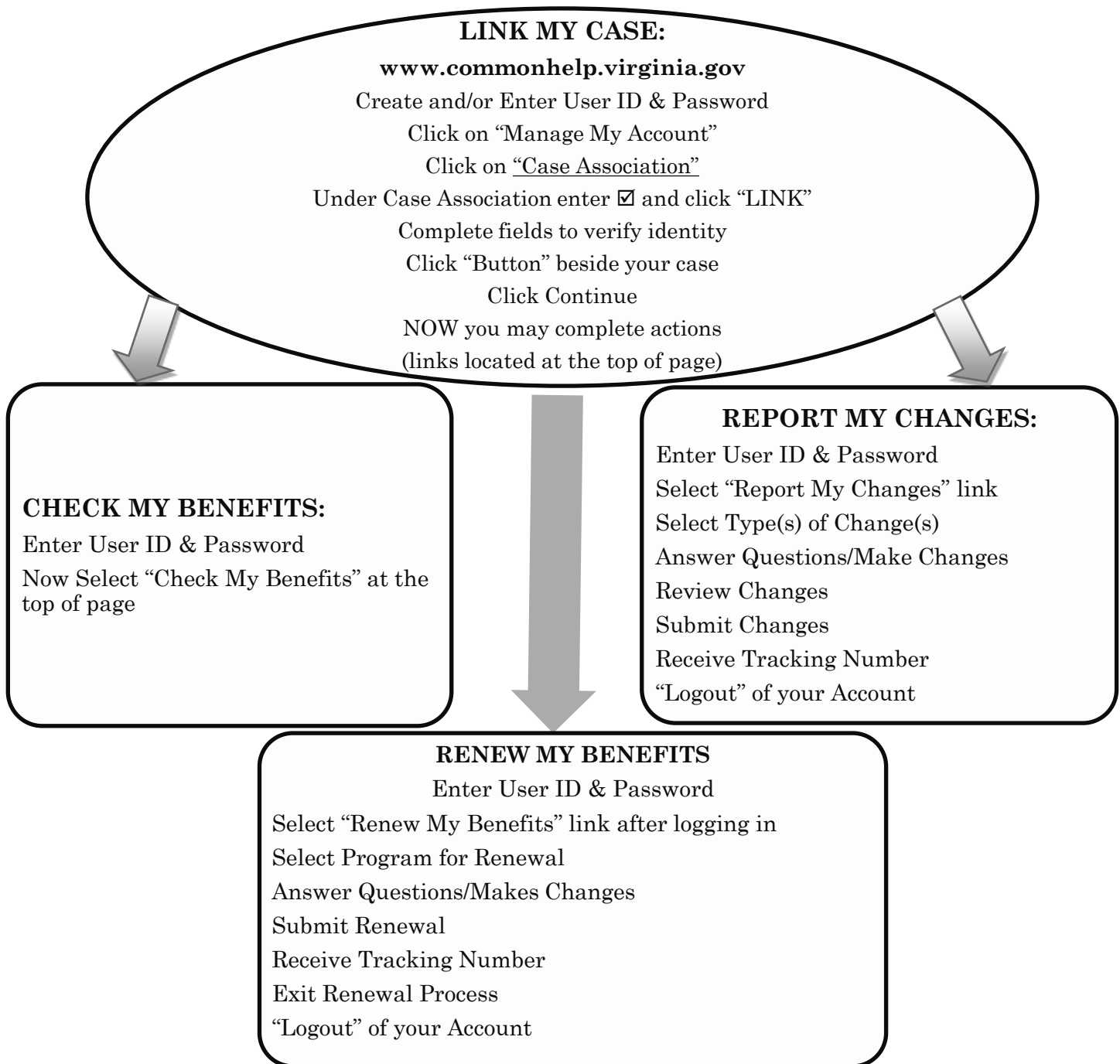
Since there are tax-based questions on the new application, applicants may be confused about their tax filing status or who they can claim as a dependent. A good resource to send them to is The Interactive Tax Assistant tool from the IRS. This interactive online tool allows consumers to enter basic information about themselves and get answers to a limited number of tax questions. These questions include - Do I Need to File a Tax Return? Who Can I Claim as a Dependent? What is My Filing Status?

# My Benefits “Online”...Anytime



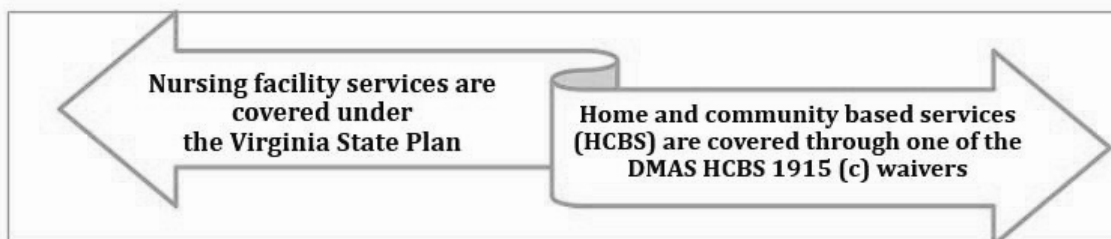
[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

- After you Link Your Case, you can access the 3 options listed below by clicking either link at the top of the page.
- Once your case is linked, enter user ID and password and take any of the below actions.



## New Adult and LTSS Pathway

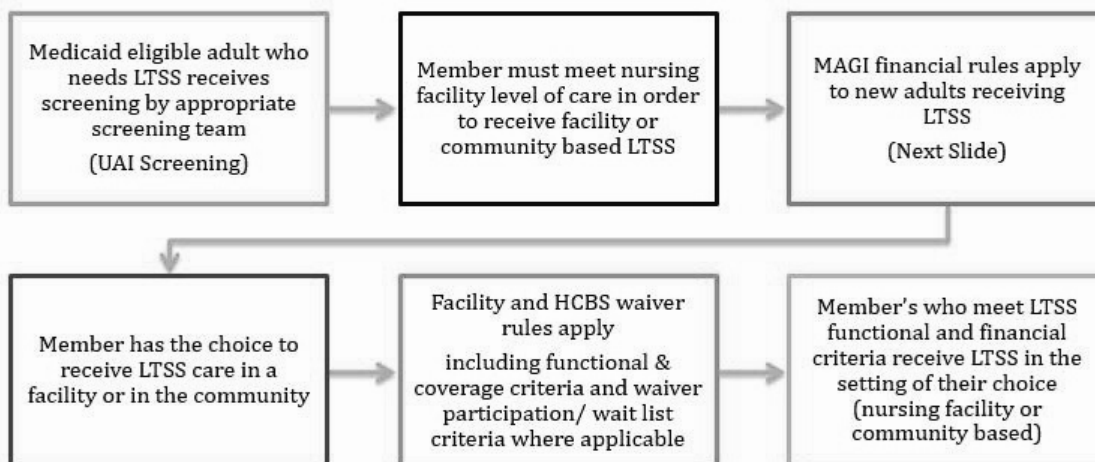
- Long term services and supports (LTSS) are covered for Medicaid expansion individuals who meet the DMAS established coverage criteria and guidelines
- The functional criteria for expansion individuals is the same as current Medicaid nursing facility and waiver services functional criteria (ADLs and nursing needs); the same LTSS screening requirements and wait list rules apply
- The financial criteria for the New Adult populations follow the *modified adjusted gross income* (MAGI) rules for LTSS (next two slides)



Individuals may also choose PACE if they meet PACE participation rules

DMAS

## LTSS Services for New Adult Populations Through State Plan and 1915 (c) Waivers



2

DMAS

## Eligibility Rules For LTSS

*Including Nursing Facility and Community Based Services*

Asset and Income Rules	Non-Expansion Populations <i>Non-MAGI, Categorical Eligibility Rules</i>	New Adult Expansion Populations MAGI Eligibility Rules
<b>Income</b>	Up to 300 % SSI for LTSS	up to 138 % FPL
<b>Annuities, Promissory Notes, Life Estate Interests, Trusts</b>	Applies	Applies
<b>Resources</b>	\$2,000 Limit	Not Applicable
<b>Liens</b>	Applies	Not Applicable
<b>Estate Recovery</b>	Applies	Applies for age 55+ for LTSS <i>Unless the person meets an existing exemption</i>
<b>Transfer of Assets</b>	Applies	Applies
<b>Home Equity Rule</b>	Applies	Applies
<b>Post Eligibility Treatment of Income (e.g., patient pay)</b>	Applies	Not Applicable
<b>Spousal Impoverishment Provisions</b>	Applies	Applies

*References*

<https://www.medicaid.gov/Federal-Policy-Guidance/Downloads/SMD-14-001.pdf>  
[http://www.ncsl.org/documents/statefed/health/LTSS\\_Estate\\_Rec.pdf](http://www.ncsl.org/documents/statefed/health/LTSS_Estate_Rec.pdf)



## Case Examples

### Case #1: THE MARTINEZ FAMILY

Jose Martinez and his wife Maria have been in the US for four and a half years. They applied for and were granted Legal Permanent Resident status when they arrived in the US. They file taxes jointly and claim their children as dependents. They have 3 children: Juan (10), Rosa (6) and Angel (2). Juan and Rosa were born in Mexico, but are now LPRs and Angel was born in the US.

Jose has a job making about \$1,290 per month and is paid monthly, but does not have access to health care. Maria works at a local big box store 29 hours a week and makes \$7.75/hour and is paid weekly. Because she is considered part-time by her employer, she does not have access to health insurance.

1. What is the household size for each member of the family?
2. What is Maria's monthly income?
3. What is the income for the family?
4. Do the children qualify for the FAMIS programs? If so, which one? What do the parents qualify for?
5. What documentation may LDSS/CVCPU request to determine eligibility for this family?

**Case #1: THE MARTINEZ FAMILY ANSWERS -**

- 1. The family size is 5 for everyone** – Jose, Maria, Juan, Rosa and Angel
  
- 2. Maria’s monthly income is** -  $\$7.75 \times 29 = \$224.75$  weekly  $\times 4.3 = \$966.43$

**3. The family income is:**

Jose’s Gross Monthly Income	\$1,290
Maria’s Gross Monthly Income	<u>\$966.43</u>
Total Monthly Gross Income	\$2,256.43

**4. Do the children qualify for the FAMIS programs? If so, which one(s)?**

Juan, Rosa and Angel qualify for FAMIS Plus because the monthly income requirement (148% FPL) for a family of 5 is \$3,785 and their parents’ income is \$2,256.43.

**What do the parents qualify for?**

Jose and Maria each have a household of 5 making \$2,256/month. LIFC for 5 is between \$852 and \$1,298 depending upon the locality in which parents live. They are over these limits. The New Health Coverage for Adults might be an option since a household of 5 can have an income of up to \$3,529, but they have not been in this country for 5 years so they do not meet the 5 year/40 work quarter requirement for that program. This is also a requirement of the Plan First program, which they are financially eligible for, so they can’t get that either.

Even though they actually make just under 100% FPL (\$2,557 for a household of 5), they can still shop for private insurance on the Federal Marketplace during annual Open Enrollment. They do qualify for financial assistance with purchasing that coverage.

In six months, they could apply for the New Health Coverage for Adults and at that time they may finally meet the 5 year/40 work quarter requirement.

**6. What documentation may LDSS/CVCPU request to determine eligibility for this family?**

They might need to provide income verification, if their income is not able to be verified electronically or is not reasonably compatible with what is found electronically. Also, if their immigration status information cannot be verified electronically, they may be asked to provide a copy of their green cards or other documentation.

## **Case #2: THE MASON FAMILY**

Jane Mason just started as a bookkeeper at a day care center. She lives with her two children, Anna (5) and Blaine (7). Jane's ex-husband, Carl, claims both children as dependents on his taxes and Jane files taxes as a single-filer.

Jane's salary is \$14.50 per hour. She works 40 hours per week and is paid weekly. She receives \$500 a month in alimony pursuant to a decree filed in 2015. Her employer offers family health insurance, but she cannot afford the family premiums, so she only has insurance for herself. Her ex-husband makes \$45,000 a year but does not get health care through his employer. The two children are uninsured.

- 1. What is the household size for each person in the example?**
- 2. What is the income for each person in the example?**
- 3. What coverage options or programs are available for each person in the example?**
- 4. What difference would it make if the divorce decree had been filed March 15, 2019?**

**Case # 2: THE MASON FAMILY ANSWERS – Single parent with non-custodial parent claiming children**

**1. The household size:**

Jane – 1 (herself)

Anna – 3 (herself, mom, and sibling)

Blaine – 3 (himself, mom, and sibling)

Carl – 3 (himself and two tax dependent children, would file a separate application)

**2. The family income is:**

Jane’s Gross Monthly Income                               \$ 2,494 ( $\$14.50 \times 40 \times 4.3$ )  
    + \$500 alimony  
    **\$2,994**

Anna and Blaine’s Gross Monthly Income (same as mom)  
    **\$2,994**

Carl’s Gross Monthly Income                               \$ 3,750 ( $\$45,000 / 12$ )  
    - \$500 alimony  
    **\$3,250**

*Note: alimony income is counted for Jane and deducted for Carl, because the decree it is from was filed prior to January 1, 2019. If the decree had been filed after January 1, 2019, the alimony would not count as income for Jane and would not be a deduction for Carl.*

**3. For which program(s) do the members of this family qualify?**

Jane: **\$2,994** – for household of 1 she is above Medicaid eligibility, but as she already has insurance through her employer she can simply indicate that she does not need health coverage

Anna and Blain: **\$2,994** – for a household of 3, is within the limits for FAMIS (\$3,551)

Carl: **\$3,250**– for a household of 3 is within the income limit for eligible for premium tax credits and cost-sharing subsidies in the Federal Marketplace. If he lives in Virginia, he would also be eligible for Plan First.

**4. What difference would it make if the divorce decree had been filed March 15, 2019?**

Jane’s and the kids’ income would drop to \$2,494 because alimony would not be counted. She would be then eligible for the New Adult Medicaid and the kids would be eligible for FAMIS Plus instead. Carl’s income would rise to \$3,750 since the alimony would no longer be deducted from his income. He would still be Marketplace eligible.



### **Case #3: THE JOHNSON FAMILY**

Ned and Wanda Johnson have 3 children - John (1), Marley (8), and Sarah (16). Ned works at a factory where he is paid \$975 every 2 weeks. Wanda Johnson works at a department store where she is paid \$300 per week. Sarah works part-time after school at the local drug store; she is paid \$75 per week. The family currently has no insurance and comes to you for help applying for state-sponsored coverage. The Johnsons are all US Citizens. They file taxes jointly and claim their children as dependents.

- 1. What is the household size in this example?**
  
  
  
  
  
  
  
  
  
  
- 2. What coverage options or programs are available for each person in the example?**
  
  
  
  
  
  
  
  
  
  
- 3. What if Mrs. Johnson was currently pregnant, would she be eligible for a program?**

**Case #3: JOHNSON FAMILY ANSWERS – Family with working child**

**1. Household size**

5 for everyone in the family

**2. Coverage Options for the family –**

Ned Johnson’s Gross Monthly Income	\$2,096.25 (\$975 x 2.15 for bi-weekly income)
Wanda Johnson’s Gross Monthly Income	<u>\$1,290 (\$300 x 4.3 for weekly income)</u>
The Johnson’s Countable Income	<b>\$3,386.25</b>

Sarah’s income is not counted since she does not meet the annual threshold for dependents for filing taxes. The family’s total countable income is under the 2020 FAMIS Plus limit for a family of 5 (\$3,785). Therefore, the children in the family are eligible for FAMIS Plus. The parents are under the guideline for the New Health Coverage for Adults (\$3,529), so they would be eligible for state coverage too!

**3. If Mrs. Johnson was pregnant, you would look at financial eligibility for Medicaid for Pregnant Women...**

The family income figure would be the same as above: \$3,386.25. The family size for Mrs. Johnson’s eligibility would, however, be a family of 6 and therefore, Mrs. Johnson would be financially eligible for Medicaid for Pregnant Women (\$4,337 for a family of 6).\*

*\*Note: once the baby is born, the family would report the change in family size to their local DSS. At that time, the entire family’s eligibility for coverage would be redetermined. If no income changes had occurred, the children would continue to be eligible for FAMIS Plus, as would the new baby. Since the family size has increased for everyone, mom and dad still be eligible for the New Coverage for Adults.*

#### **Case #4: THE SMITH FAMILY**

Stacy Smith is a 17 year old, pregnant teen living with her parents and her boyfriend in Alexandria. Stacy's parents, Steven and Sarah Smith, both work full-time. Steven Smith is an Assistant Manager at a local restaurant earning \$1,700 semi-monthly. Sarah Smith is a part-time instructional aide at a local elementary school earning \$10,000 annually. Stacy has been working part-time in a book store earning \$6.50 per hour. Stacy works 20 hours per week and is paid weekly. Stacy also has two younger siblings who live in the home with her: Seth (7) and Samantha (11). Stacy and her siblings are all claimed as dependents on Steven and Sarah's taxes.

Stacy's boyfriend, Ryan Jones, works at a local restaurant 30 hours per week earning \$8.00 per hour and gets paid every week. He files his own taxes and is not claimed as a dependent on anyone else's taxes.

Steven Smith's employer has decided to no longer provide health coverage, and the current insurance coverage will end at the end of the month. The school nurse at Mrs. Smith's school suggested she contact your project for more information on the Medicaid and FAMIS programs.

- 1. What is the household size for each member of the household?**
  
  
  
  
  
  
  
  
  
  
- 2. What is the monthly income for each member of the household?**
  
  
  
  
  
  
  
  
  
  
- 3. Does the family qualify for coverage? If yes, for which program?**
  
  
  
  
  
  
  
  
  
  
- 4. A) Would anything change if Stacy was 21, living with her parents, and not claimed as a tax dependent?**  
  
  
  
  
  
  
  
  
  
**B) What would happen if, after Stacy had her baby, she moved out of the home to live with her boyfriend? What programs would Stacy, Ryan and their baby qualify for?**  
  
  
  
  
  
  
  
  
  
**C) Would there be any difference in eligibility if they lived in Stafford? Winchester?**

#### **Case #4: THE SMITH FAMILY ANSWERS – multi-generational household with pregnant teen**

**1. What is the household size for each member of the household?**

**Steven Smith** – 5 (himself, his wife and his 3 children claimed as dependents)

**Sarah Smith** – 5 (herself, her husband and their 3 children claimed as dependents)

**Seth Smith** – 5 (himself, his two parents and his two siblings)

**Samantha Smith** – 5 (herself, her two parents and her two siblings)

**Stacy Smith** – 5 (herself, her parents, her 2 siblings) – her unborn baby would only count if she was not eligible for full benefit FAMIS or FAMIS Plus

**Ryan Jones** – 1 (himself – separate application)

**2. What is the income for each member of the household?**

Steven Smith's income is \$1,700 twice per month ( $\$1,700 \times 2$ ) for a total of \$3,400. Sarah Smith earns \$10,000 annually or \$833.33 per month ( $\$10,000/12$ ). Total family income is \$4,233.33 per month.

Stacy's income is not included since she makes \$6,708 annually, which is less than the threshold that requires you to file taxes (\$12,200 for 2019 taxes). The Ryan's monthly income is \$1,032.

**3. Does the family qualify for coverage? If yes, for which program?**

Stacy and her 2 siblings would all qualify for FAMIS because their monthly income falls below the FAMIS income limit (\$5,242). Stacy's parents both make too much for the New Coverage for Adults, but would qualify for Plan First. They also qualify for premium tax credits and cost sharing subsidies in the Federal Marketplace since Steven no longer is offered employer coverage.

Ryan would also qualify for the New Coverage for Adults since his income is below that limit (\$1,469).

**4. A) Would anything change if Stacy was 21, living with her parents, and not claimed as a tax dependent?**

As a pregnant woman, she would be a single filer with a household of 2 with no dependents. Given the \$559/month income ( $\$6.50/\text{hour} \times 20 \text{ hours} \times 4.3$ ), she would be eligible for Medicaid for Pregnant Women. The household size for her parents and siblings would drop to 4, with the kids still eligible for FAMIS and the parents still eligible for FFM coverage or Plan First.

**B) What would happen if after Stacy had her baby, she moved out of the home to live with her boyfriend?**

If Stacy and Ryan were living together but not married, they would each have a household of 1 and they would have to decide who would claim the child as a dependent on their taxes. The baby would have a household of 3 since he/she is a dependent who is living with both parents who are not married and counting mom and dad's income would be eligible for FAMIS Plus ( $\$559 + \$1,032 = \$1,591$ ).

If Stacy claims the child, she would be a household of 2 and be eligible for LIFC if she lived in a Group III locality, but if she lived in a Group I or II locality, she would be eligible for New Health Coverage for Adults. Ryan would be still be eligible for the New Health Coverage for Adults.

If Ryan claims the child, he would still be eligible for the New Health Coverage for Adults (income of \$1,032 as household of a 2 is less than the threshold of \$1,983). Stacy would be eligible for this coverage as well.

### **Case #5: THE GRANT/SHORT FAMILY**

Bob Grant and Sue Short are unmarried and living together with their son Josh (age 5) and daughter Ellen (age 7). Bob works full-time as a hotel manager and makes \$3,100 a month (paid monthly). Sue works part-time as a home health aide and makes \$400 every two weeks. Bob, Sue, and the children are uninsured. Bob claims the children as his dependents and Sue files her taxes as a single-filer.

- 1. What is the household size for each member of the family?**
  
  
  
  
  
  
  
  
  
  
- 2. What is the income for the family members?**
  
  
  
  
  
  
  
  
  
  
- 3. What coverage options are available to these family members?**
  
  
  
  
  
  
  
  
  
  
- 4. What would happen to income and household size if Bob and Sue got married? What if they decided to continue to file separately?**

**Case #5: THE GRANT/SHORT FAMILY ANSWERS – unmarried parents of two living together**

**1. What is the household size for each member of the family?**

**Bob** – 3 (himself and his two children)

**Sue** – 1 (herself)

**Josh** – 4 (parents and sibling)

**Ellen** - 4 (parents and sibling)

**2. What is the income for the family members?**

**Bob:** \$3,100 a month

**Sue:** \$860 a month ( $\$400 \times 2.15$ )

**Josh:** \$3,960 a month (Bob's \$3,100 + Sue's \$860)

**Ellen:** \$3,960 a month

**3. What coverage options are available to these family members?**

Bob is eligible to purchase private insurance through the Federal Marketplace with premium assistance and subsidies. He would also be eligible for Plan First. The children would be eligible for FAMIS (under the limit of \$4,477). Sue would be eligible for the New Health Coverage for Adults.

**4. What would happen to income and household size if Bob and Sue got married? What if they decided to continue to file separately?**

Bob, Sue, Josh and Ellen would all have a household size of 4 and their family's gross monthly income would be \$3,960. The kids would still be eligible for FAMIS. Even if Bob and Sue decided to continue filing separately, for the purposes of Medicaid eligibility, married couples are always considered part of the same household even if they do not file taxes jointly.

Bob and Sue would be eligible for Plan First. They would not, however, be eligible for any help with coverage in the Federal Marketplace. In order to get Tax Credits and Subsidies, spouses must file joint tax returns.

**Case #6: THE JONES FAMILY**

Mae Jones is 63 years old and taking care of her grandchildren. She legally adopted her grandson, Jack Jones, who is 16 years old, after Jack's father passed away. Mae is also taking care of her three granddaughters, Kristen, Danielle and Katie Clark since her daughter can no longer take care of the girls. Kristen is 8, Danielle is 6 and Katie is 4.

Mae receives Social Security benefits of \$1,424 per month and no additional income. Jack receives Social Security Survivor's benefits in the amount of \$267 per month. All of the children were born in Virginia and are U.S. citizens. Mae is claiming her adopted son Jack as a dependent on her taxes, but not her three granddaughters, who are not being claimed on anyone's taxes.

All children are uninsured and the school nurse sent a note home with Jack indicating he may need glasses. The school nurse included a state-sponsored health insurance flyer in her referral packet. Mae has just arrived in your office and is worried about the cost of an eye exam and eyeglasses. How would you help her?

1. **What is the household size for each member of the family?**
  
  
  
  
  
  
  
  
  
2. **What is the monthly income for each member of the family?**
  
  
  
  
  
  
  
  
  
3. **Would each of the children qualify financially for one of the FAMIS programs? If so, which one?**
  
  
  
  
  
  
  
  
  
4. **Should they all apply on the same application?**
  
  
  
  
  
  
  
  
  
5. **What would happen to their coverage if Mae decided to claim the 3 girls as dependents?**

## Case #6: *THE JONES FAMILY ANSWERS*

### 1. What is the household size for each member of the family?

**Mae Jones – 2** – as the tax filer, her household is made up of herself and her adopted grandson  
**Jack Jones – 2** – he is a tax dependent who is claimed by a tax filer and therefore his household is the same as the filer claiming him

**Kristen, Danielle and Katie Clark – all 3** – household is determined using the non-filer rules – and includes the person, any siblings (2) and parents (none) living in the home with her

### 2. What is the income for the family unit(s)?

**Mae:** \$1,424 – Jack’s Survivor benefits are not included because he is living with at least one parent (adopted) and he has no other income that would exceed the annual tax filing threshold for dependents

**Jack:** \$1,424 – his parent’s (adopted) income is included but not his social security survivor’s benefits

**Kristen, Danielle and Katie:** have no monthly income

### 3. Would each of the children qualify financially for one of the FAMIS programs? If so, which one? Would Mae qualify for anything?

Jack, Kristen, Danielle, and Katie would be eligible for FAMIS Plus.

Mae would be eligible for the New Health Coverage for Adults. She has a household size of 2 and makes \$1,424. This is less than the income limit for this coverage which is \$1,983. She is age eligible until she turns 65.

### 4. Should they all apply on the same application?

Yes

### 6. What would happen to their coverage if Mae decided to claim the 3 girls as dependents?

Mae’s and Jack’s family sizes would rise to 5. The girls, however, would still each have a household of 3. They would now fall under the exception to the tax filer household rules – they are not the biological, adopted, or stepchildren of Mae, so you would still only count their siblings in the household. That being said, all the children would still be FAMIS Plus eligible and Mae would still be eligible for the New Health Coverage for Adults.