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:

Useful Contact Information .................................. 5.1-5.2
The Players and Their Roles.................................. 5.3-5.8
Local DSS Offices & Regional Consultants ..........5.9-5.13
Virginia Legal Service Programs ....................5.14-5.16
Glossary ............................................................5.17-5.22
Application for a Social Security Card............... 5.23
Helpful Information on the Web.......................5.24-5.27
How to Link a Case in CommonHelp.................... 5.28
Long Term Services and Supports Pathway ......5.29-5.30
Case Examples ....................................................5.31-5.42
# Useful Contact Information

<table>
<thead>
<tr>
<th>Area</th>
<th>Phone Number &amp; E-mail</th>
<th>Question Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover Virginia Call Center (CVCC) and Central Processing Unit (CVCPU)</td>
<td>855-242-8282&lt;br&gt;Cover Virginia Call Center (8AM – 7PM M-F, 9AM-12PM Sat.)&lt;br&gt;Interpretation services available</td>
<td>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)</td>
</tr>
<tr>
<td><a href="http://www.coverva.org">www.coverva.org</a>&lt;br&gt;Contractor: Conduent (April 2021 - Maximus)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Health Insurance Marketplace</td>
<td>800-318-2596&lt;br&gt;Marketplace Call Center (24 hours a day, 7 days a week, except holidays)</td>
<td>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.</td>
</tr>
<tr>
<td>Enterprise Customer Service Center (ECSC)</td>
<td>855-635-4370&lt;br&gt;Enterprise Customer Service Center (7AM – 6PM M-F)&lt;br&gt;Interpretation services available</td>
<td>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.</td>
</tr>
<tr>
<td>Contractor: Young &amp; Williams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virginia Department of Medical Assistance Services</td>
<td><a href="http://www.dmas.virginia.gov">http://www.dmas.virginia.gov</a></td>
<td></td>
</tr>
<tr>
<td>Rachel Beckner, Outreach and Consumer Communications Coordinator</td>
<td>804-371-5053&lt;br&gt;<a href="mailto:rachel.beckner@dmas.virginia.gov">rachel.beckner@dmas.virginia.gov</a></td>
<td>General help, outreach information, statewide initiatives. Access to regional outreach staff.</td>
</tr>
<tr>
<td>Appeals Division</td>
<td>804-371-8488/804-452-5454 fax&lt;br&gt;<a href="mailto:appeals@dmas.virginia.gov">appeals@dmas.virginia.gov</a></td>
<td>Information on Client Medicaid/FAMIS appeals and provider Medicaid appeals</td>
</tr>
<tr>
<td><a href="https://www.dmas.virginia.gov/#/appealsresources">https://www.dmas.virginia.gov/#/appealsresources</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMAS Member Help Line</td>
<td>804-786-6145&lt;br&gt;<a href="mailto:epsdt@dmas.virginia.gov">epsdt@dmas.virginia.gov</a></td>
<td>Claims issues and complex covered services issues for Fee-For-Service recipients, help finding a provider.</td>
</tr>
<tr>
<td>EPSDT</td>
<td>804-786-6134&lt;br&gt;<a href="mailto:epsdt@dmas.virginia.gov">epsdt@dmas.virginia.gov</a></td>
<td>Early Periodic Screening Diagnosis and Treatment Program (EPSDT) is geared to the early assessment of children’s health care needs through periodic screenings.</td>
</tr>
<tr>
<td><a href="https://www.coverva.org/famisselect/">https://www.coverva.org/famisselect/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAMIS Select</td>
<td>800-432-5924&lt;br&gt;<a href="https://www.coverva.org/famisselect/">FAMIS Select</a></td>
<td>Any questions re: FAMIS Select and to apply for the program (child must be enrolled in FAMIS first)</td>
</tr>
<tr>
<td><a href="https://www.coverva.org/famisselect/">https://www.coverva.org/famisselect/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Insurance Premium Program (HIPP)</td>
<td>800-432-5924/804-225-4236 804-452-5447 fax&lt;br&gt;<a href="mailto:HIPPcustomerservice@dmas.virginia.gov">HIPPcustomerservice@dmas.virginia.gov</a></td>
<td>Any questions re: HIPP and HIPP for Kids and to apply for the program</td>
</tr>
<tr>
<td>Plan First</td>
<td><a href="mailto:PlanFirst@dmas.virginia.gov">PlanFirst@dmas.virginia.gov</a></td>
<td>Any questions re: Plan First family planning program for men and women.</td>
</tr>
<tr>
<td>Plan First</td>
<td><a href="mailto:PlanFirst@dmas.virginia.gov">PlanFirst@dmas.virginia.gov</a></td>
<td>Any questions re: Plan First family planning program for men and women.</td>
</tr>
<tr>
<td>Regional Medical Assistance Program Consultants</td>
<td>See end of Local DSS listing in this Section</td>
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</tr>
<tr>
<td>Managed Care Organizations – Medallion 4.0</td>
<td>See end of Local DSS listing in this Section</td>
<td></td>
</tr>
<tr>
<td>Medallion 4.0 at DMAS</td>
<td><a href="mailto:managedcarehelp@dmas.virginia.gov">managedcarehelp@dmas.virginia.gov</a></td>
<td>All about Medallion 4.0 managed care delivery.</td>
</tr>
<tr>
<td>Managed Care Help Line</td>
<td>800-643-2273 (8:30AM – 6PM M-F)&lt;br&gt;<a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a></td>
<td>Choosing/changing Medicaid &amp; FAMIS Plus MCOs, verifying enrollment, open enrollment dates</td>
</tr>
<tr>
<td>(for Medicaid/FAMIS Plus recipients only)&lt;br&gt;Contractor: Maximus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aetna Better Health</td>
<td>800-279-1878&lt;br&gt;<a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a></td>
<td>Billing, PCP’s, providers, prescription formularies, additional benefits</td>
</tr>
<tr>
<td><a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a></td>
<td></td>
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<tr>
<td>Anthem Healthkeepers Plus</td>
<td>800-901-0020&lt;br&gt;<a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a></td>
<td>Billing, PCP’s, providers, prescription formularies, additional benefits</td>
</tr>
<tr>
<td>Area</td>
<td>Phone Number &amp; E-mail</td>
<td>Question Types</td>
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</tr>
<tr>
<td>Magellan Complete Care</td>
<td>800-424-4518</td>
<td>Billing, PCP’s, providers, prescription formularies, additional benefits</td>
</tr>
<tr>
<td><a href="http://www.mccova.com">www.mccova.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optima Health</td>
<td>800-881-2166</td>
<td>Billing, PCP’s, providers, prescription formularies, additional benefits</td>
</tr>
<tr>
<td><a href="http://www.optimahealth.com/familycare">www.optimahealth.com/familycare</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UnitedHealthCare Community Plan</td>
<td>844-752-9434</td>
<td>Billing, PCP’s, providers, prescription formularies, additional benefits</td>
</tr>
<tr>
<td><a href="http://www.uhccommunityplan.com/va">www.uhccommunityplan.com/va</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virginia Premier Health Plan</td>
<td>800-727-7536</td>
<td>Billing, PCP’s, providers, prescription formularies, additional benefits</td>
</tr>
<tr>
<td><a href="http://www.vapremier.com">www.vapremier.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smiles For Children (SFC) (FAMIS/FAMIS Plus Dental Program) Contractor: DentaQuest</td>
<td>888-912-3456 (8AM -6PM, M-F) [<a href="https://dentaquest.com/state-plans/regions/virginia/member-page/">https://dentaquest.com/state-plans/regions/virginia/member-page/</a>][757-570-4590 <a href="mailto:Chernise.harris@greatdentalplans.com">Chernise.harris@greatdentalplans.com</a>]</td>
<td>All client questions concerning dental coverage, help finding a dentist and making and appointment, etc. Difficulty finding a provider, trainings on SFC, and children with special dental care needs.</td>
</tr>
<tr>
<td>Chernise Harris Virginia Outreach Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managed Care Organizations - Commonwealth Coordinated Care Plus (CCC Plus)</td>
<td><a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a></td>
<td>About the CCC Plus program, information for participants, health plans, etc.</td>
</tr>
<tr>
<td>Commonwealth Coordinated Care Plus (CCC Plus)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCC Plus Help Line (for certain Medicaid/FAMIS Plus recipients only) Contractor: Maximus</td>
<td>844-374-9159 (8:30AM – 6PM M-F) [<a href="https://www.cccplusva.com/home">https://www.cccplusva.com/home</a>][804-828-5804 <a href="mailto:Emily@vhcf.org">Emily@vhcf.org</a>]</td>
<td>Choosing/changing CCC Plus MCOs, verifying enrollment, open enrollment dates</td>
</tr>
<tr>
<td>THE CCC Plus MCOs are the same as those listed under Medallion 4.0 and contact information for them is listed there.</td>
<td></td>
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<tr>
<td>Other Resources</td>
<td></td>
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</tr>
<tr>
<td>Virginia Health Care Foundation – Project Connect (Application Assistance) and SignUpNow (Training &amp; Technical Assistance)</td>
<td>804-828-5804 [<a href="mailto:Emily@vhcf.org">Emily@vhcf.org</a>][804-828-6062 <a href="mailto:signupnow@vhcf.org">signupnow@vhcf.org</a> or <a href="mailto:Kimb@vhcf.org">Kimb@vhcf.org</a>]</td>
<td>Reporting of issues with systems, policies or procedures related to enrollment of children, pregnant women, and others in the Medicaid &amp; FAMIS programs. Training (in person, virtual, and online on-demand), issue clarification, and general help. Publishes Tool Kit and online, quarterly enewsletter “Outreach.”</td>
</tr>
<tr>
<td>Emily Roller, Health Insurance Program Manager</td>
<td></td>
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</tr>
<tr>
<td>SignUpNow @ VHCF [<a href="http://tinyurl.com/vhcfsignupnow">http://tinyurl.com/vhcfsignupnow</a>][804-828-5804 <a href="mailto:Emily@vhcf.org">Emily@vhcf.org</a>]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emily Roller and/or Kim Bemberis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENROLL Virginia! [<a href="http://www.enrollva.org">www.enrollva.org</a>][888-392-5132 <a href="mailto:info@enroll-virginia.com">info@enroll-virginia.com</a>]</td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>
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

- 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, CCC Plus 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

* Maximus becomes the contractor for the Cover Virginia Call Center in April 2021

VA Department of Social Services (DSS)
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 and online application process
- Monitors the contract with Young & Williams for the Enterprise Customer Service Center
- 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 youth; 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
- 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 thru March 2021, Maximus starting April 2021]

- 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, which includes information on the Medicaid and FAMIS programs, a place to order outreach materials, and links to the CommonHelp and 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 for Pregnant Women, 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 and a co-located Cover Virginia Inmate Unit to receive and process applications from incarcerated Virginians

Tracks client complaints and provides complaint information to DMAS

Managed Care Help Line

Operates Monday - Friday, 8:30AM to 6PM – (800) 643-2273 (TTY (800) 817-6608)

Maintains and updates the Managed Care website 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] https://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

- 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. If unable to verify information electronically, the FHIM will transfer the case to Virginia for processing.
- **Note: Virginia is transitioning to a State-based Marketplace.**

Commonwealth Coordinated Care Plus (CCC Plus) Enrollment Broker
[Private Contractor: Maximus] 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
- 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

Acomack 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 5th 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: 434/946-9585
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, 1st Fl.
Arlington, VA 22204
Phone: 703/228-1350
FAX: 703/228-1011

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 CH, VA 23921
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 Tpks.)
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

Chesapeake DSS
PO Box 539 (120 7th Street, NE)
Chesapeake, VA 23320
Phone: 757/382-2000
FAX: 757/543-1644

Chesterfield/Colonial Heights DSS
PO Box 430 (9501 Lucy Corr Drive)
Colonial Heights, 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 (1383 Industry Drive)
Culpeper, VA 22701
Phone: 540/727-0372
FAX: 540/727-7584

Local DSS Listing 5.9
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 (1280 Browning Hollow)  
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: 434/469-4524  
FAX: 434/469-4506

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: 703/653-6679

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  
(120 W. Oxford St., Building A-Z)  
PO Box 314  
Floyd, VA 24091  
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 Street, 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 (1100 Greensville County Cir)  
Emporia, VA 23847-1136  
Phone: 434/634-6576  
FAX: 434/634-4986

Halifax County DSS  
PO Box 1189 (1030 Cowford Road)  
Halifax, VA 24585-0666  
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: 757/769-5003
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 308 (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 9th 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, 2nd 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: 804/725-7086
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 Ave
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
| County                | Address                                                                 | Phone                 | FAX              |
|-----------------------|--------------------------------------------------------------------------|-----------------------|
| Orange County DSS     | 146 Madison Road, Ste. 201                                               | 540/672-1155          | 540/672-9118     |
| Orange, VA 22960      |                                                                          |                       |                  |
| Page County DSS       | PO Box 47 (215 W. Main St., Ste. A)                                       | 540/778-1053          | 540/778-1421     |
| Luray, VA 22851       |                                                                          |                       |                  |
| Patrick County DSS    | 106 Rucker Street, Ste. 128                                              | 540/694-3328          | 540/694-8210     |
| Stuart, VA 24171      |                                                                          |                       |                  |
| Petersburg DSS        | 3811 Corporate Road                                                      | 804/861-4720          | 804/861-0137     |
| Petersburg, VA 23805  |                                                                          |                       |                  |
| Pittsylvania County DSS| PO Box E (220 H G McGhee Drive)                                          | 434/432-7281          | 434/432-0923     |
| Chatham, VA 24531     |                                                                          |                       |                  |
| Poquoson – See York   |                                                                          |                       |                  |
| Portsmouth DSS        | 1701 High Street, Ste. 101                                               | 757/405-1800          | 757/465-2951     |
| Portsmouth, VA 23704  |                                                                          |                       |                  |
| Powhatan DSS          | 3908 Old Buckingham Road, Ste. 2                                          | 804/598-5630          | 804/598-5614     |
| Powhatan, VA 23139-0099|                                                                  |                       |                  |
| Prince Edward County DSS | 56B SMI Way                                                             | 434/392-3113          | 434/392-8453     |
| Farmville, VA 23901   |                                                                          |                       |                  |
| Prince George DSS     | (6450 Administration Drive, Bldg 12)                                     | 804/733-2650          | 804/733-2652     |
| Prince George, VA 23875-0068 |                        |                       |                  |
| Prince William County DSS | 7987 Ashton Avenue, Ste. 200                                            | 703/792-7500          | 703/792-7363     |
| Manassas, VA 20109    |                                                                          |                       |                  |
| Pulaski County DSS    | 53 Commerce Street                                                      | 540/980-7995          | 540/980-7993     |
| Pulaski, VA 24301     |                                                                          |                       |                  |
| Radford City DSS      | 928 West Main Street                                                    | 540/731-3663          | 540/731-5000     |
| Radford, VA 24141     |                                                                          |                       |                  |
| Rappahannock County DSS| PO Box 87 (354 Gay Street)                                               | 540/675-3313          | 540/675-3315     |
| Washington, VA 22747-0087|                                 |                       |                  |
| Richmond City DSS     | (Marshall Plaza Building, 900 E. Marshall Street)                        | 804/646-7000          | 804/646-7018     |
| Richmond, VA 23240    |                                                                          |                       |                  |
| Rockbridge - Buena Vista - Lexington Area Social Services | 20 East Preston Street | 540/464-9110 | 540/464-9110 |
| Lexington, VA 24450   |                                                                          |                       |                  |
| Rockingham – See Harrisonburg |                                      |                       |                  |
| Russell County DSS    | 135 Highlands Drive, Ste. 2                                              | 276/889-3031          | 276/889-2662     |
| Lebanon, VA 24266-1207|                                                                  |                       |                  |
| Scott County DSS      | 190 Beech St. Ste. 101                                                  | 276/386-3631          | 276/386-6031     |
| Gate City, VA 24251   |                                                                          |                       |                  |
| Shenandoah County DSS | Shenandoa Co. Government Center                                         | 540/459-6226          | 540/459-6223     |
| Shenandoah County, VA  | 494 N. Main Street, Ste. 200                                            | 22664                 |                    |
| Woodstock, VA 22664   |                                                                          |                       |                  |
| Shenandoah Valley Social Services (Augusta/Staunton/Waynesboro) | Stantun-Augusta Office | Staunton-Augusta Office | Staunton-Augusta Office |
| PO Box 7 (68 Dick Huff Lane) |                      | 540/245-5800           | 540/245-5880     |
| Verona, VA 24482-0007  |                                                                  |                       |                  |
| Staunton Office       | 1200 Shenandoah Avenue                                                  | 540/942-6646          | 540/942-6658     |
| Waynesboro, VA 22980  |                                                                          |                       |                  |
| Smyth County DSS      | 121 Bagley Circle, Ste. 200                                             | 757/653-5080          | 757/653-0357     |
| Marion, VA 24354      |                                                                          |                       |                  |
| Spotsylvania DSS      | (9019 Old Battlefield Boulevard, 2nd Fl.)                               | 757/653-3080          | 757/653-0357     |
| (26022 Administration Center Drive) |                  |                       |                  |
| Southampton County DSS | PO Box 550                                                             | 540/507-7806          | 540/507-7806     |
| Courtland, VA 23837-0550 |                                     |                       |                  |
| Stafford County DSS   | PO Box 7 (1300 Courthouse Road)                                         | 540/658-8720          | 540/658-8798     |
| Stafford, VA 22555-0007|                                     |                       |                  |
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.
Virginia Beach, VA 23452-4420
Phone: 757/385-3200
FAX: 757/385-3466

Warren County DSS
465 West 15th 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

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 (5612 N. Bear Creek 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: 276-698-6312
Sandra.w.blevins@dss.virginia.gov

Eastern Regional Office – Johnical Haynes
Phone: 757-618-2339
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: 540-771-0609
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: 540-580-3863
Julia.viet@dss.virginia.gov

Central Regional Office – Niani Vines
Phone: 804-840-0310
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.
<table>
<thead>
<tr>
<th>PROGRAMS and ADDRESSES</th>
<th>PHONE/Fax/Web</th>
<th>AREAS SERVED</th>
</tr>
</thead>
</table>
| **BLUE RIDGE LEGAL SERVICES, INC.**  
204 North High Street [PO Box 551, 22803]  
Harrisonburg, VA 22802  
Cases: family, health, consumer, housing, bankruptcy, elder law, government benefits, domestic violence and all other “core priorities”.  
303 S. Loudoun Street, Ste. D [PO Box 436, 22604]  
Winchester, VA 22601  
Cases: see above  
215 South North Main Street  
Lexington, VA 24450  
Cases: see above  
132 Campbell Avenue, SW, Suite 300  
Roanoke, VA 24011-1206  
Cases: see above | www.brls.org  
540-433-1830  
800-237-0141 clients  
fax: 540-433-2202  
540-662-5021  
800-678-5021 clients  
fax: 540-662-5038  
540-463-7334  
866-534-5243 clients  
fax: 540-463-1029  
540-344-2080  
866-534-5243 clients  
fax: 540-344-8085 | Cities Harrisonburg and Staunton; Counties of Augusta, Highland, Page, and Rockingham.  
City of Winchester; Counties of Clarke, Frederick, Shenandoah and Warren.  
Cities of Lexington, Covington, Buena Vista and Waynesboro; Counties of Rockbridge, Bath, and Alleghany.  
Cities of Roanoke, Bedford and Salem; Counties of Bedford, Botetourt, Craig, Franklin, and Roanoke. |
| **CENTRAL VIRGINIA LEGAL AID SOCIETY**  
101 West Broad Street, Ste. 101  
Richmond, VA 23220  
[PO Box 12206, 23241]  
229 N. Sycamore Street  
Petersburg, VA 23803  
1010 Preston Avenue  
Charlottesville, VA 22903  
Also housed here is the Virginia Farmworker Program (see description at right)  
804-648-1012  
800-868-1012  
fax: 804-649-8794  
804-862-1100  
800-868-1012  
fax: 804-861-4311  
434-296-8851  
800-390-9983  
fax: 434-296-5731 | City of Richmond; Counties of Charles City (elderly only) Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan  
Cities of Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Dinwiddie, Prince George, and Surry  
City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson  
**Virginia Farmworker Program** providing advice to and representation of eligible migrant and seasonal farm workers (H-2A Agricultural Workers) statewide. 888-200-8479 clients |
| **LEGAL AID SOCIETY EASTERN VIRGINIA**  
Administrative & Intake Unit & Norfolk/Southside Office  
& Disability Rights & Expanded Access Unit  
125 St. Paul’s Boulevard, Suite 400  
Norfolk, VA 23510  
Cases: domestic relations, employment, housing, government benefits, landlord/tenant, consumer/commercial.  
Peninsula Office:  
30 W. Queens Way  
Hampton, VA 23669  
Eastern Shore Office:  
36314 Lankford Highway, Suite 4  
Belle Haven, VA 23306  
Williamsburg Office:  
199 Armistead Avenue  
Williamsburg, VA 23185 | www.lseva.org  
757-627-5423 main  
888-868-1072 (all offices)  
fax: 757-627-8102  
757-275-0080  
fax: 757-275-0087  
757-442-3014  
fax: 757-442-2217  
757-220-6837  
fax: 757-221-3322 | Norfolk, Chesapeake, Portsmouth, Virginia Beach  
Hampton and Newport News  
Accomack and Northampton Counties  
Cities of Poquoson and Williamsburg; Counties of Gloucester, James City, Mathews, Middlesex and York |
<table>
<thead>
<tr>
<th>Legal Aid Justice Center</th>
<th><a href="http://www.justice4all.org">www.justice4all.org</a></th>
<th>434-977-0553</th>
<th>800-578-8111 clients fax: 434-977-0558</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson.</td>
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<tr>
<th>Richmond/Petersburg</th>
<th>804-643-1086 fax: 804-643-2059</th>
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</thead>
<tbody>
<tr>
<td>Cities of Richmond, Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Chesterfield, Dinwiddie, Goochland, Hanover, Henrico, New Kent, Powhatan, Prince George, and Surry</td>
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<tr>
<th>Northern Virginia Office</th>
<th>703-778-3450 fax: 703-778-3454</th>
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<tbody>
<tr>
<td>Cities of Alexandria, Fairfax, Falls Church, and Herndon; Counties of Arlington, Fairfax, Prince William and Stafford</td>
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<thead>
<tr>
<th>Immigrant Advocacy Program – (see cases at right)</th>
<th>703-778-3450</th>
</tr>
</thead>
<tbody>
<tr>
<td>State of Virginia - 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.</td>
<td></td>
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<thead>
<tr>
<th>Legal Aid Society of Roanoke Valley</th>
<th><a href="http://lasrv.org">http://lasrv.org</a></th>
<th>540-344-2080 fax: 540-342-3064</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cities of Bedford, Clifton Forge, Covington, Lexington, Roanoke and Salem; Counties of Alleghany, Bath, Bedford, Botetourt, Craig, Franklin, Roanoke and Rockbridge.</td>
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<tr>
<th>Legal Services of Northern Virginia</th>
<th><a href="http://www.lsnv.org">www.lsnv.org</a></th>
<th>703-532-3733 fax: 703-685-1011</th>
</tr>
</thead>
<tbody>
<tr>
<td>LSNV also provides limited legal services (including advice, counsel, and referrals) to individuals residing in the following Virginia counties: Caroline, Culpeper, Essex, Fauquier, King &amp; Queen, King George, King William, Lancaster, Madison, Northumberland, Orange, Rappahannock, Richmond County, and Westmoreland.</td>
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<thead>
<tr>
<th>Arlington Office, Main Office/Public Benefits Unit/ The Law Center for Children</th>
<th>703-532-6800 fax: 866-534-5243 clients fax: 703-273-6476</th>
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</thead>
<tbody>
<tr>
<td>City of Falls Church and the County of Arlington.</td>
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<tr>
<th>Alexandria Office</th>
<th>703-684-5566 fax: 703-519-3838</th>
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<tr>
<td>City of Alexandria.</td>
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<tr>
<th>Loudoun Office</th>
<th>703-482-2649 fax: 703-778-3455</th>
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<tr>
<td>Loudoun County</td>
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<tr>
<th>Prince William Branch</th>
<th>703-482-2688 fax: 703-711-7066</th>
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<tbody>
<tr>
<td>Prince William County</td>
<td></td>
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<table>
<thead>
<tr>
<th>Fredericksburg Office</th>
<th>540-374-9101 fax: 540-374-9169</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caroline, Fredericksburg, Spotsylvania, Stafford</td>
<td></td>
</tr>
<tr>
<td>Legal Aid Works* (formerly known as RAPPAHANNOCK LEGAL SERVICES, Inc.)</td>
<td><a href="http://www.legalaidworks.org">www.legalaidworks.org</a> 540-371-1105 fax: 540-371-1114</td>
</tr>
<tr>
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</tr>
<tr>
<td>500 Lafayette Boulevard, Ste. 100 Fredericksburg, VA 22401</td>
<td>540-825-3131 fax: 540-825-3802</td>
</tr>
<tr>
<td><strong>Culpeper Office.</strong> 1200 Sunset Lane, Suite 2122, Culpeper, VA 22701</td>
<td>804-443-9393 fax: 804-443-9394</td>
</tr>
<tr>
<td><strong>Tappahannock Office.</strong> 311 Virginia Street [PO Box 1662] Tappahannock, VA 22560</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.legalaidworks.org">www.legalaidworks.org</a></td>
<td>276-783-8300 800-277-6754 clients fax: 276-783-7411</td>
</tr>
<tr>
<td><strong>SOUTHWEST VIRGINIA LEGAL AID SOCIETY</strong> Administrative Office/Marion Office 227 West Cherry Street Marion, VA 24354</td>
<td><a href="http://www.svlas.org">www.svlas.org</a> 276-762-9534 888-201-2772 Intake 866-455-8716 clients fax: 276-762-9356</td>
</tr>
<tr>
<td>Castlewood Office/Centralized Intake Unit 16932 West Hills Drive [PO BOX 670] Castlewood, VA 24224</td>
<td>540-382-6157 800-468-1366 clients fax: 540-382-5981</td>
</tr>
<tr>
<td><strong>Christiansburg Office,</strong> 155 Arrowhead Trail Christiansburg, VA 24073</td>
<td>Advice and referral on most civil issues; service emphasis on debtor relief, government (public) benefit programs, health, housing, domestic violence, and foster care.</td>
</tr>
<tr>
<td><strong>Danville Office,</strong> 519 Main Street Danville, VA 24541</td>
<td>434-392-8108 888-392-0233 clients fax: 434-392-5121</td>
</tr>
<tr>
<td><strong>Lynchburg Office,</strong> 513 Church Street [PO BOX 6200, 24505], Lynchburg, VA 24504</td>
<td>434-799-3550 fax: 434-799-5739</td>
</tr>
<tr>
<td><strong>Martinsville Office</strong> (Grace Network – Appointments) 16 Liberty Street, Martinsville, VA 224112</td>
<td>757-539-3441 800-539-3441 clients fax: 757-539-5142</td>
</tr>
<tr>
<td><strong>Suffolk Office,</strong> 155 E. Washington Street [PO BOX 3356, 23439-3356], Suffolk, VA 23434</td>
<td>Cases: health care, public benefits, housing, family relations, advance directives, consumer, education, economic self-sufficiency.</td>
</tr>
<tr>
<td>Legal Services Corporation of Virginia 919 East Main Street, Suite 615 Richmond, VA 23219</td>
<td>804-782-9438 fax: 804-648-3917</td>
</tr>
<tr>
<td><strong>VIRGINIA POVERTY LAW CENTER</strong> 919 East Main Street, Ste. 610 Richmond, VA 23219</td>
<td><a href="http://www.vplc.org">www.vplc.org</a> 804-782-9430 fax: 804-649-0974</td>
</tr>
</tbody>
</table>

Legal Aid Help Line 866-534-5243
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/state 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 at or 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 directly 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 was a Medicaid plan that provided limited medical and behavioral health care coverage for low income individuals with Serious Mental Illness (SMI). It included 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 ended in 2019.

**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 wavers. 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 at or below 138% of the federal poverty level. Enrollment began 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 are November 1 through December 15 annually.

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 incomes between 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 138% 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. Adult coverage will begin in July of 2021. 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.
Application for a Social Security Number

Applying for a Social Security Card is free. The application for a social security card (Form SS-5) can be downloaded at: https://www.ssa.gov/forms/ss-5.pdf.

The easiest way for parents to apply for a number for their newborn is to do it in the hospital at the time of the baby’s birth. When the parents give information for the baby’s birth certificate, they will be asked whether they want to apply for a Social Security number for their child. They will be asked for both parents’ Social Security numbers. Even if they don’t have the information handy, they can apply this way.

After that, they could wait and apply for the child’s number at the Social Security office. They will need to complete the application for a Social Security card (link above) and show original documents proving the child’s US citizenship, age and identity. The parents will also need to show documentation proving their identities and their relationship to the child.

All documents provided must be either originals or copies certified by the issuing agency. Social Security will not accept photocopies or notarized copies of documents.

Note: Anyone who requests an original Social Security number that is age 12 or older will have to appear in person for an interview, even if a parent or guardian will sign the application on the child’s behalf.
Helpful Sources of Information on the Internet

Virginia’s Program Information

Department of Medical Assistance Services (DMAS)

**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 EPSDT benefits. Under Client Services, you can find Medicaid Handbooks, information about DMAS’s programs and their guidelines and information on how to apply. Medicaid Policy information is available under “Eligibility Policy and Guidance.”

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 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 for Coverage” it gives you information, the Call Center phone number, links to CommonHelp and 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](http://tinyurl.com/vhcfsignupnow)**

Through this page of the Virginia Health Care Foundation website you can access SUN workshop training dates, current and back issues of our newsletter *SignUpNow Outreach* in PDF format, updates and full text of the *SignUpNow Tool Kit*, etc. You can also access the SUN On-demand Training Curriculum.

SignUpNow c/o VHCF, 707 E. Main Street, Suite 1350, Richmond, VA 23219
Phone: (804) 828-6062 email: signupnow@vhcf.org
Virginia Health Care Foundation: 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       email: info@vhcf.org

ENROLL-Virginia!: 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 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.

ENROLL-Virginia!
Phone: (888) 392-5132       email: info@enroll-virginia.com

Health Insurance Outreach – National Information

The Center on Budget and Policy Priorities: 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
1275 First Street, NE, Suite 1200, Washington, DC 20002
Phone: (202) 408-1080       email: center@cbpp.org

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, McCourt School of Public Policy, Georgetown University, 600 New Jersey Avenue, NW, Washington, DC 20001
Phone: (202) 784-3138       email: childhealth@georgetown.edu

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)

Families USA does research, analysis, and messaging to defend and strengthen the Medicaid program and the Affordable Care Act (ACA). It also has statistics on uninsured children in the United States.

Families USA
1225 New York Avenue, NW, Ste. 800, Washington, DC 20005
Phone: (202) 628-3030  email: info@familiesusa.org

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

“Connecting Kids to Coverage” National Campaign is a national campaign of the Centers for Medicare and Medicaid Services 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 (KFF): [www.kff.org](http://www.kff.org)

KFF is a nonprofit organization focusing on national health issues, as well as the US role in global health policy. KFF serves as a nonpartisan source of facts, analysis and journalism for policymakers, the media, the health policy community and the public. Information on the uninsured and many other issues is downloadable free-of charge from their web site.

The Kaiser Family Foundation
185 Berry Street, Suite 2000, San Francisco, CA 94107
Phone: (650) 854-9400 (CA) or (202) 347-5270 (DC)


RWJF funds research and programs to identify key gaps in health coverage, and help ensure everyone in our nation is able to get the care they need to support lifelong health and well-being.

Robert Wood Johnson Foundation
50 College Road East, Princeton, NJ 08540-6614
Phone: (877) 843-7953
**Immigration/Citizenship Issues**

**US Citizenship and Immigration Services:** [http://www.uscis.gov](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/](https://ccf.georgetown.edu/)
and **the Center on Health Insurance Reforms** [https://chir.georgetown.edu/](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/](https://protectingimmigrantfamilies.org/)
The Protecting Immigrant Families campaign, is made up of hundreds of diverse organizations. The campaign’s structure has allowed us to develop innovative advocacy strategies, distribute educational resources, and keep allies informed of all the current and potential policies that impact 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)**
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

- 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.

**LINK MY CASE:**
www.commonhelp.virginia.gov
Create and/or Enter User ID & Password
Click on “Manage My Account”
Click on “Case Association”
Under Case Association enter ☑ and click “LINK”
Complete fields to verify identity
Click “Button” beside your case
Click Continue
NOW you may complete actions
(links located at the top of page)

**CHECK MY BENEFITS:**
Enter User ID & Password
Now Select “Check My Benefits” at the top of page

**REPORT MY CHANGES:**
Enter User ID & Password
Select “Report My Changes” link
Select Type(s) of Change(s)
Answer Questions/Make Changes
Review Changes
Submit Changes
Receive Tracking Number
“Logout” of your Account

**RENEW MY BENEFITS**
Enter User ID & Password
Select “Renew My Benefits” link after logging in
Select Program for Renewal
Answer Questions/Makes Changes
Submit Renewal
Receive Tracking Number
Exit Renewal Process
“Logout” of your Account
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).

Nursing facility services are covered under the Virginia State Plan.

Home and community based services (HCBS) are covered through one of the DMAS HCBS 1915 (c) waivers.

Individuals may also choose PACE if they meet PACE participation rules.

LTSS Services for New Adult Populations

Through State Plan and 1915 (c) Waivers

Medicaid eligible adult who needs LTSS receives screening by appropriate screening team (UAI Screening).

Member must meet nursing facility level of care in order to receive facility or community based LTSS.

MAGI financial rules apply to new adults receiving LTSS (Next Slide).

Member has the choice to receive LTSS care in a facility or in the community.

Facility and HCBS waiver rules apply including functional & coverage criteria and waiver participation/ wait list criteria where applicable.

Member’s who meet LTSS functional and financial criteria receive LTSS in the setting of their choice (nursing facility or community based).
### Eligibility Rules For LTSS

**Including Nursing Facility and Community Based Services**

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

References:
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: \$966.43
   - 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 \$3,829 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 \$3,570, but they have not been in this country for 5 years so they do not meet the 5 year 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 (\$2,587 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 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 a 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, he would file a separate application)

2. The family income is:

   Jane’s Gross Monthly Income  
   $2,494 ($14.50 x 40 x 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 ($3,752)

   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 of FAMIS. Carl’s income would rise to $4,250 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 $1,290 ($300 x 4.3 for weekly income)
   - The Johnson’s Countable Income $3,386.25

   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 2021 FAMIS Plus limit for a family of 5 ($3,829). Therefore, the children in the family are eligible for FAMIS Plus. The parents are under the guideline for the New Health Coverage for Adults ($3,570), 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 ($4,389 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 would 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 X 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 a dependent to file taxes ($12,400 for 2020 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 ($5,303). Stacy’s parents both make too much for the New Coverage for Adults, but would qualify for Plan First. They may 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 ($1,482).

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/hour x 20 hours x 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 II or III locality, but if she lived in a Group I 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 $2,004). Stacy would be eligible for LIFC if she lived in a LIFC Group III locality or New Adult Coverage if she lived in a LIFC Group I or II locality.
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 x 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 $4,528). 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 $2,004. She is age eligible until she turns 65.

4. Should they all apply on the same application?
   - Yes

5. What would happen to their coverage if Mae decided to claim the 3 granddaughters 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 their households. 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.