



# COMMONWEALTH of VIRGINIA

## Department of Medical Assistance Services

Dear Medicaid/FAMIS Household,

During the COVID-19 emergency, we protected members' health care coverage to make sure they had access to care. We want to make sure you stay covered if you are still eligible for Medicaid/FAMIS!

**Make sure we have your most current contact information for your household, such as:**

- ✓ **Mailing Address**
- ✓ **Phone Number(s)**
- ✓ **Physical Address**
- ✓ **Email Address**

Your current contact information is important so your coverage can continue when we review your case. You can make updates to your contact information in the following ways:

- **Calling Cover Virginia at 1-855-242-8282 (TDD- 1-888-221-1590)**
- **Online at [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov).** You will need to make an account and then link your account to your case ("Associate My Case"), using your case number and client ID (found on any Notice of Eligibility).
- **Calling your local Department of Social Services.** If you do not know your local office, you can visit [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) and click on Find Local Office to enter your address, or you can go to <https://www.dss.virginia.gov/localagency/index.cgi> for a list of all local offices.

Visit <https://coverva.org/en/phe-planning> for important information about your health care coverage now and in the future. Please spread the word to anyone you know who might be enrolled in Medicaid/FAMIS health care coverage to update their contact information, too!

Sincerely,  
The Department of Medical Assistance Services

For Amharic, Arabic, Vietnamese, and Urdu translations of this letter, go to <https://coverva.org/en/phe-planning>.