

# Other Helpful Information

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

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# Useful Contact Information

Area	Phone Number & E-mail	Question Types
<b>Cover Virginia Call Center (CVCC) and Central Processing Unit (CVCPU)</b> <a href="http://www.coverva.org">www.coverva.org</a> Contractor: Maximus	<b>855-242-8282</b> <b>Cover Virginia Call Center</b> (8AM – 7PM M-F, 9AM-12PM Sat.) Interpretation services available	<i>Information and telephonic application for Virginia's Medical Assistance Programs; ordering free marketing materials from the state (via website only)</i>
<b>Federal Health Insurance Marketplace</b> <a href="http://www.HealthCare.gov">http://www.HealthCare.gov</a>	<b>800-318-2596</b> <b>Marketplace Call Center</b> (24 hours a day, 7 days a week, except holidays)	<i>Questions about the Marketplace, Qualified Health Plans, where to find in-person assistance in your area. Online application for premium tax credits, cost sharing subsidies towards the purchase of private insurance, and Medicaid.</i>
<b>Enterprise Customer Service Center (ECSC)</b> Contractor: Young & Williams	<b>855-635-4370</b> <b>Enterprise Customer Service Center</b> (7AM – 6PM M-F) Interpretation services available	<i>Information/telephonic application for VA's Social Services Programs – SNAP, TANF, Energy Assistance and Medical Assistance (in conjunction with other benefits). Responds to inquiries related to benefits customers are currently receiving or wish to apply for.</i>
<b>Virginia One Benefits Helpline</b>	<b>833-5CALLVA (833-522-5582)</b>	<i>Toll free line to route callers to the appropriate DMAS or DSS call center (Cover Virginia Call Center, Enterprise Customer Service Center or Medicaid Member Helpline) based on their questions or needs.</i>
<b>Virginia Department of Aging and Rehabilitative Services</b> <a href="https://www.vadars.org">https://www.vadars.org</a>		
<b>Office for Aging Services, Division of Community Living</b> <a href="https://vda.virginia.gov/">https://vda.virginia.gov/</a>	804-662-9333 V/TTY 800-552-3402 V/TTY	<i>Information for aging Virginians, their families and caregivers to use when making decisions. Works with 25 Area Agencies on Aging and manages the VA Insurance Counseling &amp; Assistance Program (VICAP)</i>
<b>Office of the State Long-Term Care Ombudsman</b> <a href="https://elderrightsva.org/">https://elderrightsva.org/</a>	800-552-5019/804-565-1600	<i>Advocate for older persons receiving LTC services in a nursing home, assisted living facility or community based care. Local ombudsmen are staff or volunteers. Also provide assistance with CCC Plus issues.</i>
<b>Disability Determination Services</b> <a href="https://www.virginiadds.org/">https://www.virginiadds.org/</a>  Central District Office 9960 Mayland Dr. Richmond, VA 23233  Northern District Office, 1150 Fairfax Blvd, Ste. 200 Fairfax, VA 22030-5066  Tidewater District Office 5850 Lake Herbert Dr., Ste. 200 Norfolk, VA 23502  Southwest District Office 612 S. Jefferson St., Ste. 300 Roanoke, VA 24011  Extended Service Team District Office 111 Franklin Road SE, Ste. 250 Roanoke, VA 24011	804-662-7625  800-523-5007/804-367-4700  800-379-9548/703-934-7400  800-379-4403/757-466-4300  800-627-1288/540-857-7748  877/892-6871/540-512-1880	<i>Works with SSA and VA DSS to make decisions on disability claims for benefits under SSDI, SSI and Medicaid.             For program specific questions, contact the local regional office.</i>

Area	Phone Number & E-mail	Question Types
<b>Virginia Department of Medical Assistance Services</b> <a href="http://www.dmas.virginia.gov">http://www.dmas.virginia.gov</a>		
Natalie Pennywell, Outreach and Community Engagement Manager	804-786-0166 <a href="mailto:Natalie.pennywell@dmas.virginia.gov">Natalie.pennywell@dmas.virginia.gov</a>	Policy, Regulation & Member Engagement Division. General help, outreach information, statewide initiatives. Access to regional outreach staff.
Appeals Division <a href="https://www.dmas.virginia.gov/#/appealsresources">https://www.dmas.virginia.gov/#/appealsresources</a>	804-371-8488/804-452-5454 fax <a href="mailto:appeals@dmas.virginia.gov">appeals@dmas.virginia.gov</a>	Information on Client Medicaid/FAMIS appeals and provider Medicaid appeals
DMAS Member Help Line <a href="http://www.dmas.virginia.gov/provider_search.asp">http://www.dmas.virginia.gov/provider_search.asp</a>	804-786-6145	Claims issues and complex covered services issues for Fee-For-Service recipients, help finding a provider
<b>Virginia Department of Social Services</b> <a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>		
Regional Medical Assistance Program Consultants	See end of Local DSS listing in this Section	Policy issues, clarification on policy, issues with local DSS offices
<b>Managed Care Organizations – Commonwealth Coordinated Care Plus</b>		
Commonwealth Coordinated Care Plus (CCC Plus)	<a href="http://www.dmas.virginia.gov/#/cccplus">http://www.dmas.virginia.gov/#/cccplus</a>	About the CCC Plus program, information for participants, health plans, etc.
CCC Plus Help Line Contractor: Maximus	844-374-9159 (8:30AM – 6PM M-F) <a href="https://www.cccplusva.com/home">https://www.cccplusva.com/home</a>	Choosing/changing CCC Plus MCOs, verifying enrollment, open enrollment dates
Aetna Better Health <a href="http://www.aetnabetterhealth.com/Virginia">www.aetnabetterhealth.com/Virginia</a>	855-652-8249	Billing, PCP's, providers, prescription formularies, additional benefits
Anthem Healthkeepers Plus <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>	855-323-4687	Billing, PCP's, providers, prescription formularies, additional benefits
Molina Complete Care <a href="http://www.mccova.com">www.mccova.com</a>	800-424-4524	Billing, PCP's, providers, prescription formularies, additional benefits
Optima Health <a href="http://www.optimahealth.com/familycare">www.optimahealth.com/familycare</a>	800-512-3717 or 757-552-8360	Billing, PCP's, providers, prescription formularies, additional benefits
UnitedHealthCare Community Plan <a href="http://www.uhccommunityplan.com/va">www.uhccommunityplan.com/va</a>	866-622-7982	Billing, PCP's, providers, prescription formularies, additional benefits
Virginia Premier <a href="http://www.vapremier.com">www.vapremier.com</a>	877-719-7358	Billing, PCP's, providers, prescription formularies, additional benefits
Smiles For Children (SFC) (FAMIS/Medicaid Dental Program) Contractor: DentaQuest	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>	All client questions concerning dental coverage, help finding a dentist and making and appointment, etc.
Altise Street VA SFC Outreach Coordinator	804-201-5439 <a href="mailto:Altise.street@greatdentalplans.com">Altise.street@greatdentalplans.com</a>	Difficulty finding a provider, trainings on SFC, and people with special dental care needs.
<b>Other Resources</b>		
Virginia Health Care Foundation – <b>Project Connect</b> (Application Assistance) and <b>SignUpNow</b> (Training & Technical Assistance)  Emily Roller, Health Insurance Program Manager	<b>804-828-5804</b> <a href="mailto:Emily@vhcf.org">Emily@vhcf.org</a>	Reporting of issues with systems, policies or procedures related to enrollment of children, pregnant individuals, and adults in the Medicaid & FAMIS programs.
SignUpNow @ VHCF <a href="http://www.signupnowva.org">www.signupnowva.org</a>  Emily Roller and/or Kim Bemberis	<b>804-828-6062</b> <a href="mailto:signupnow@vhcf.org">signupnow@vhcf.org</a> or <a href="mailto:Kimb@vhcf.org">Kimb@vhcf.org</a>	Training (in person, virtual, and online on-demand), issue clarification, and general help. Publishes Tool Kits and online, quarterly newsletter "Outreach."
ENROLL Virginia! <a href="http://www.enrollva.org">www.enrollva.org</a> <a href="https://www.facebook.com/enrollva">www.facebook.com/enrollva</a>	888-392-5132 <a href="mailto:info@enroll-virginia.com">info@enroll-virginia.com</a>	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.

# The Players & Their Roles

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

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

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

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

## **VA Department of Social Services (DSS) [www.dss.virginia.gov](http://www.dss.virginia.gov)**

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

## **Local Department of Social Services (LDSS)**

- 120 across the Commonwealth
- Answers inquiries regarding state-sponsored health insurance; including those for the Aged, Blind, or Disabled covered groups; those in Long-Term care; and the Medically Needy

## Local Department of Social Services (LDSS) (continued)

- Processes eligibility for Medicaid (including ABD, MSPs and Spenddown) 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
- 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: Maximus]

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

- Tracks client complaints and provides complaint information to DMAS

### **Managed Care Help Line** [Private Contractor: Maximus]

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

### **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 AND adults enrolled in FAMIS/ Medicaid 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 (800) 468-8894.

## Federal Health Insurance Marketplace (FHIM or FFM)

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

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

*Note: Virginia is transitioning to a State-based Marketplace.*



## **Commonwealth Coordinated Care Plus (CCC Plus) HelpLine**

[Private Contractor: Maximus]

- Operates Monday - Friday, 8:30AM to 6PM – (844) 374-9159 (TTY (800) 817-6608)
- Maintains and updates the informational website [www.cccplusva.com](http://www.cccplusva.com)
- Provides information about managed care plans available to Medicaid managed care program recipients and allows them to compare and choose plans
- Provides translation services via telephone for enrollees requiring information in a language other than English
- Provides eligibility verification for clients
- Assists clients with resolution of non-clinical health related problems and refers them to appropriate resources for resolution of clinical or billing related issues
- Tracks client complaints and provides any complaint information to DMAS

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

[Private Contractors: Aetna, Anthem, Molina, 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

## **Virginia Department for Aging and Rehabilitative Services (DARS) [www.vadars.org](http://www.vadars.org)**

- Seeks to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities and their families. Toll Free (800) 552-5019; local (804) 662-7000

## Virginia DARS (continued)

- Runs the **Virginia Office for Aging Services** of the Division for Community Living (OAS) (<https://www.vda.virginia.gov/>) which helps older Virginians live as independently as possible by coordinating and providing services to help them maintain their dignity and security. It works with 25 local Area Agencies on Aging (AAAs) as well as other public and private organizations to help older Virginians, their families and loved ones find the services and information they need. Its main phone is available Monday – Friday from 8:30 – 5PM (804) 662-9333.
- Runs the **Virginia Office of the State Long-Term Care Ombudsman** which advocates for older persons receiving long-term care services. Local ombudsmen provide information, advocacy, complaint counseling and assistance in resolving care problems. (See listing on [pages 5.17-5.23.](#))
- Runs **Disability Determination Services (DDS)** which works in partnership with the Social Security Administration and the Virginia Department of Social Services to make decisions on disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and Medicaid Programs. Following federal regulations, DDS commits to making accurate and prompt disability decisions based on medical and psychological evidence. DDS also considers school information and vocational criteria as appropriate. The can be reached at (804) 622-7625.

# Local Department of Social Services Offices

## **Accomack DSS**

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

## **Albemarle County DSS**

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

## **Alexandria Department of Community and 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  
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  
Phone: 434/946-9330  
FAX: 434/946-9319

## **Appomattox DSS**

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

## **Arlington County DSS**

2100 Washington Boulevard, 1<sup>st</sup> Fl.  
Arlington, VA 22204  
Phone: 703/228-1350  
FAX: 703/228-1011

## **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**

355 Bristol East Road  
Bristol, VA 24202  
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  
Phone: 434/332-9585  
FAX: 434/332-9699

## **Caroline County DSS**

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

## **Carroll County DSS**

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

## **Charles City DSS**

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

## **Charlotte County DSS**

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

## **Charlottesville DSS**

PO Box 911 (120 Seventh St., NE)  
Charlottesville, VA 22902-0911  
Phone: 434/970-3400  
FAX: 434/970-3555

## **Chesapeake DSS**

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

## **Chesterfield/Colonial Heights DSS**

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

## **Clarke County DSS**

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

## **Clifton Forge - See Alleghany**

## **Colonial Heights - See Chesterfield**

## **Craig County DSS**

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

## **Culpeper County Human Services**

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

**Cumberland County DSS**

PO Box 33 (71 Community Center Dr)  
Cumberland, VA 23040  
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  
Phone: 276/926-1661  
FAX: 276/926-8144

**Dinwiddie DSS**

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

**Emporia- See Greenville****Essex DSS**

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

**Fairfax Co. Dept. 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  
Phone: 540/422-8400  
FAX: 540/422-8449

**Floyd County DSS**

(120 W. Oxford St., Building A-2)  
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**

PO Box 418 (120 East Court Street)  
Rocky Mount, VA 24151  
Phone: 540/483-9247  
FAX: 540/483-1933

**Frederick County DSS**

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

**Fredericksburg DSS**

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

**Galax City DSS**

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

**Giles County DSS**

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

**Gloucester DSS**

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

**Goochland DSS**

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

**Grayson County DSS**

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

**Greene County DSS**

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

**Greenville/Emporia DSS**

PO Box 1136 (1100 Greenville County Cir)  
Emporia, VA 23847  
Phone: 434/634-6576  
FAX: 434/634-4986

**Halifax County DSS**

PO Box 1189 (1030 Cowford Road)  
Halifax, VA 24558  
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  
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: 757/365-0880  
FAX: 757/365-0886

**James City County DSS**

5249 Old Towne Road  
Williamsburg, VA 23188  
Phone: 757/259-3100  
FAX: 757/259-3188

**King and Queen DSS**

PO Box 7 (241 Allen Circle)  
King and Queen CH, VA 23085  
Phone: 804/769-5003  
FAX: 804/785-5885

**King George DSS**

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

**King William DSS**

PO Box 187 (172 Courthouse Lane)  
King William, VA 23086  
Phone: 804/769-4904  
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 Dept. of Human Services**

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

**Madison County DSS**

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

**Manassas City Department of Family Services**

9324 West Street  
Manassas, VA 20110  
Phone: 703/361-8277  
FAX: 703/361-6933

**Manassas Park DSS**

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

**Martinsville – See Henry****Mathews DSS**

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

**Mecklenburg County DSS**

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

**Middlesex County DSS**

(2893 General Puller Highway)  
PO Box 216  
Urbanna, VA 23175  
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 Dept. of Human Services**

741 Monticello Avenue  
Norfolk, VA 23510  
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  
Phone: 276/679-2701  
FAX: 540/679-0607

**Nottoway County DSS**

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

**Orange County DSS**

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

**Page County DSS**

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

**Patrick County DSS**

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

**Petersburg DSS**

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

**Pittsylvania County DSS**

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

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

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

**Powhatan County DSS**

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

**Prince Edward County DSS**

56B SMI Way  
 Farmville, VA 23901  
 Phone: 434/392-3113  
 FAX: 434/392-8453

**Prince George DSS**

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

**Prince William County DSS**

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

**Pulaski County DSS**

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

**Radford City DSS**

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

**Rappahannock County DSS**

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

**Richmond City DSS**

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

**Richmond County DSS**

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

**Roanoke City DSS**

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

**Roanoke County DSS**

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

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

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

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

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

**Scott County DSS**

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

**Shenandoah County DSS**

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

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

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

■ **Waynesboro Office**

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

**Smyth County DSS**

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

**Southampton County DSS**

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

**Spotsylvania DSS**

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

**Stafford County DSS**

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

**Staunton – See Shenandoah Valley Social Services**

**Suffolk DSS**

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

**Surry DSS**

PO Box 263 (45 School Street)  
Surry, VA 23883  
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  
Phone: 757/385-3200  
FAX: 757/385-3466

**Warren County DSS**

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

**Washington County DSS**

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

**Waynesboro – See Shenandoah Valley Social Services**

**Westmoreland DSS**

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

**Williamsburg Human Services**

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

**Winchester DSS**

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

**Wise County DSS**

1000 Sykes Boulevard  
Wise, VA 242938  
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 –**

[Position Currently Vacant]  
*Cities of Bristol, Galax, Norton, Radford;*  
*Counties of Bland, Buchanan, Carroll,*  
*Dickenson, Floyd, Giles, Grayson, Lee,*  
*Montgomery, Patrick, Pulaski, Russell,*  
*Scott, Smyth, Tazewell, Washington,*  
*Wise, Wythe.*

**Eastern Regional Office –**

Earnestine Elmandorf  
Phone: 757-618-2339 cell  
[earnestine.elmandorf@dss.virginia.gov](mailto:earnestine.elmandorf@dss.virginia.gov)  
*Cities of Chesapeake, Emporia, Franklin,*  
*Hampton, Newport News, Norfolk,*  
*Poquoson, Portsmouth, Suffolk, Virginia*  
*Beach, Williamsburg;* *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](mailto:Donald.mcbride@dss.virginia.gov)  
*Cities of Alexandria, Fairfax, Falls*  
*Church, Fredericksburg, Harrisonburg,*  
*Manassas, Manassas Park,*  
*Winchester;* *Counties of Arlington,*  
*Clarke, Culpeper, Fairfax, Fauquier,*  
*Frederick, Greene, King George,*  
*Loudoun, Louisa, Madison, Orange,*  
*Page, Prince William, Rappahannock,*  
*Rockingham, Shenandoah,*  
*Spotsylvania, Stafford, Warren.*

**Piedmont Regional Office –**

Julia Viet Clingempeel  
Phone: 540-580-3863 cell  
[Julia.viet@dss.virginia.gov](mailto:Julia.viet@dss.virginia.gov)  
*Cities of Bedford, Buena Vista,*  
*Charlottesville, Covington, Danville,*  
*Lexington, Lynchburg, Martinsville,*  
*Roanoke, Salem, Staunton,*  
*Waynesboro;* *Counties of Albemarle,*  
*Alleghany, Amherst, Appomattox,*  
*Augusta, Bath, Bedford, Botetourt,*  
*Campbell, Charlotte, Craig, Franklin,*  
*Halifax, Henry, Highland, Mecklenburg,*  
*Nelson, Pittsylvania, Roanoke,*  
*Rockbridge.*

**Central Regional Office –**

Niani V. Vines  
Phone: 804-840-0310  
[niani.k.vines@dss.virginia.gov](mailto:niani.k.vines@dss.virginia.gov)  
*Cities of Colonial Heights, Hopewell,*  
*Petersburg, Richmond;* *Counties of*  
*Amelia, Buckingham, Caroline, Charles*  
*City, Chesterfield, Cumberland, Essex,*  
*Fluvanna, Goochland, Hanover,*  
*Henrico, King and Queen, King William,*  
*Lancaster, Lunenburg, Middlesex, New*  
*Kent, Northumberland, Nottoway,*  
*Powhatan, Prince Edward, Richmond,*  
*Westmoreland.*

# VIRGINIA LEGAL SERVICES PROGRAMS

Listing available online at: <https://www.valegalaid.org/>

PROGRAMS and ADDRESSES	PHONE/Fax/Web	AREAS SERVED
<p><b>BLUE RIDGE LEGAL SERVICES, INC.</b>            204 North High Street [PO Box 551, 22803]            Harrisonburg, VA 22802  <i>Cases: family, health, consumer, housing, bankruptcy, elder law, government benefits, domestic violence and all other "core priorities".</i></p> <p>303 S. Loudoun Street, Ste. D [PO Box 436, 22604]            Winchester, VA 22601  <i>Cases: see above</i></p> <p>215 South North Main Street            Lexington, VA 24450  <i>Cases: see above</i></p> <p>132 Campbell Avenue, SW, Suite 300            Roanoke, VA 24011  <i>Cases: see above</i></p>	<p><a href="http://www.brils.org">www.brils.org</a>            540-433-1830            800-237-0141 clients            fax: 540-433-2202</p> <p>540-662-5021            800-678-5021 clients            fax: 540-662-5038</p> <p>540-463-7334            866-534-5243 clients            fax: 540-463-1029</p> <p>540-344-2080            866-534-5243 clients            fax: 540-344-8085</p>	<p><i>Cities Harrisonburg and Staunton; Counties of Augusta, Highland, Page, and Rockingham.</i></p> <p><i>City of Winchester; Counties of Clarke, Frederick, Shenandoah and Warren.</i></p> <p><i>Cities of Lexington, Covington, Buena Vista and Waynesboro; Counties of Rockbridge, Bath, and Alleghany.</i></p> <p><i>Cities of Roanoke, Bedford and Salem; Counties of Bedford, Botetourt, Craig, Franklin, and Roanoke.</i></p>
<p><b>CENTRAL VIRGINIA LEGAL AID SOCIETY</b>            101 West Broad Street, Ste. 101            Richmond, VA 23220            [PO Box 12206, 23241]</p> <p>229 N. Sycamore Street            Petersburg, VA 23803</p> <p>1010 Preston Avenue            Charlottesville, VA 22903  <i>Also housed here is the Virginia Farmworker Program (see description at right)</i></p> <p><i>Cases: Bankruptcy, Civil Rights, Consumer, Debtor Rights, Disability, Domestic Violence, Elder Law, Employment, Family, Garnishment, Health, Housing, Miscellaneous, Public Benefits, Unemployment Compensation.</i></p>	<p><a href="http://www.cvlas.org">www.cvlas.org</a>            804-648-1012            800-868-1012            fax: 804-649-8794</p> <p>804-862-1100            800-868-1012            fax: 804-861-4311</p> <p>434-296-8851            800-390-9983            fax: 434-296-5731</p>	<p><i>City of Richmond; Counties of Charles City (elderly only) Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan</i></p> <p><i>Cities of Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Dinwiddie, Prince George, and Surry</i></p> <p><i>City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson</i></p> <p><b>Virginia Farmworker Program</b> providing advice to and representation of eligible migrant and seasonal farm workers (H-2A Agricultural Workers) statewide.            888-200-8479 clients</p>
<p><b>LEGAL AID SOCIETY EASTERN VIRGINIA</b>  <b>Administrative &amp; Intake Unit &amp; Norfolk/Southside Office &amp; Disability Rights &amp; Expanded Access Unit</b>            125 St. Paul's Boulevard, Suite 400            Norfolk, VA 23510  <i>Cases: domestic relations, employment, housing, government benefits, landlord/tenant, consumer/commercial.</i></p> <p>Peninsula Office:            30 W. Queens Way            Hampton, VA 23669</p> <p>Eastern Shore Office:            36314 Lankford Highway, Suite 4            Belle Haven, VA 23306</p> <p>Williamsburg Office:            199 Armistead Avenue            Williamsburg, VA 23185</p>	<p><a href="http://www.lseva.org">www.lseva.org</a>            757-627-5423 main            757-827-5078 intake            fax: 757-627-8102</p> <p>757-275-0080            fax: 757-275-0087</p> <p>757-442-3014            fax: 757-442-2217</p> <p>757-220-6837            fax: 757-221-3322</p>	<p><i>Norfolk, Chesapeake, Portsmouth, Virginia Beach</i></p> <p><i>Hampton and Newport News</i></p> <p><i>Accomack and Northampton Counties</i></p> <p><i>Cities of Poquoson and Williamsburg; Counties of Gloucester, James City, Mathews, Middlesex and York</i></p>



<p><b>LEGAL AID JUSTICE CENTER</b> 1000 Preston Avenue, Suite A Charlottesville, VA 22903 <i>Cases: housing, consumer, employment, public benefits, and others.</i></p> <p><b>Richmond/Petersburg</b> Richmond 626 East Broad Street, Suite 200 Richmond, VA 23219 <i>Cases: (same as above)</i></p> <p>Petersburg 237 North Sycamore Street, Suite A Petersburg, VA 23803 <i>Cases: (same as above)</i></p> <p><b>Northern Virginia Office</b> 6066 Leesburg Pike, Ste. 520 Falls Church, VA 22041</p> <p><b>Immigrant Advocacy Program</b> – (see cases at right)</p> <ul style="list-style-type: none"> <li>• <b>Northern Virginia Office</b></li> </ul>	<p>www.justice4all.org 434-977-0553 fax: 434-977-0558</p> <p>804-643-1086 fax:804-643-2059</p> <p>804-862-2205 fax: 804-643-2059</p> <p>703-778-3450 fax: 703-778-3454</p> <p>703-778-3450</p>	<p><i>City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson.</i></p> <p><i>Cities of Richmond, Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Chesterfield, Dinwiddie, Goochland, Hanover, Henrico, New Kent, Powhatan, Prince George, and Surry</i></p> <p><i>Cities of Alexandria, Fairfax, Falls Church, and Herndon; Counties of Arlington, Fairfax, Loudoun, Prince William and Stafford</i></p> <p><i>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.</i></p>
<p><b>LEGAL AID SOCIETY OF ROANOKE VALLEY</b> 132 Campbell Avenue, SW, Suite 200 Roanoke, VA 24011-1206 <i>Cases: family, domestic violence, consumer/finance, income maintenance, housing, employment, health, juvenile, public benefits, and other civil cases.</i></p>	<p>http://lasrv.org 540-344-2080 fax: 540-342-3064</p>	<p><i>Cities of Bedford, Roanoke and Salem; Counties of Bedford, Botetourt, Craig, Franklin, and Roanoke.</i></p>
<p><b>LEGAL SERVICES OF NORTHERN VIRGINIA</b> <b>Main Office/Public Benefits Unit/ The Law Center for Children</b> 10700 Page Avenue, Ste. 100 Fairfax, VA 22030 <i>Cases (all offices): family law, housing, bankruptcy, landlord/tenant, TANF, Food Stamps, wills, contracts, Medicare, utilities, education/school discipline, adoptions, guardianships, and other civil cases.</i></p> <p><b>Arlington Office</b>, 3401 Columbia Pike, Suite 301 Arlington, VA 22204</p> <p><b>Alexandria Office</b>, 100 N. Pitt Street, Suite 307, Alexandria, VA 22314</p> <p><b>Route 1 Office</b>, 8305 Richmond Highway, Suite 17B Alexandria, VA 22309</p> <p><b>Loudoun Office</b>, 8A South Street SW, Ste. A Leesburg, VA 20175</p> <p><b>Prince William Branch</b>, 9240 Center Street Manassas, VA 20110</p> <p><b>Fredericksburg Office</b>, 500 Lafayette Boulevard, Suite 140, Fredericksburg, VA 22401</p>	<p>www.lsnv.org 703-778-6800 866-534-5243 clients fax: 703-273-6476</p> <p>703-532-3733 fax: 703-685-1011</p> <p>703-684-5566 fax: 703-519-3838</p> <p>571-482-2649 fax: 703-778-3455</p> <p>571-482-2688 fax: 703-771-7066</p> <p>571-482-2680 fax: 703-368-5416</p> <p>540-374-9101 fax: 540-374-9169</p>	<p><i>Cities of Alexandria, Fairfax, Falls Church; Counties of Arlington, Fairfax, Loudoun and Prince William</i></p> <p><i>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.</i></p> <p><i>City of Falls Church and the County of Arlington.</i></p> <p><i>City of Alexandria.</i></p> <p><i>Fairfax County</i></p> <p><i>Loudoun County</i></p> <p><i>Prince William County</i></p> <p><i>Caroline, Fredericksburg, Spotsylvania, Stafford</i></p>

<p><b>Legal Aid Works®</b> (formerly known as <b>RAPPAHANNOCK LEGAL SERVICES, Inc.</b>) 500 Lafayette Boulevard, Ste. 100 Fredericksburg, VA 22401</p> <p><b>Culpeper Office</b>, 1200 Sunset Lane, Suite 2122, Culpeper, VA 22701</p> <p><b>Tappahannock Office</b>, 311 Virginia Street [PO Box 1662] Tappahannock, VA 22560 (SS and SSI Benefits)</p> <p><i>Cases: housing, family, public benefits, health, consumer and employment.</i></p>	<p>www.legalaidworks.org 540-371-1105 fax: 540-371-1114</p> <p>540-825-3131 fax: 540-825-3802</p> <p>804-443-9393 fax: 804-443-9394</p>	<p><i>Planning District #16: Caroline, Fredericksburg, King George, Spotsylvania, and Stafford</i></p> <p><i>Counties of Culpeper, Fauquier, Madison, Orange and Rappahannock</i></p> <p><i>Counties of Essex, King and Queen, King William, Lancaster, Northumberland, Richmond and Westmoreland.</i></p>
<p><b>SOUTHWEST VIRGINIA LEGAL AID SOCIETY</b> <b>Administrative Office/Marion Office</b> 227 West Cherry Street Marion, VA 24354</p> <p><b>Castlewood Office/Centralized Intake Unit</b> 16932 West Hills Drive [PO BOX 670] Castlewood, VA 24224</p> <p><b>Christiansburg Office</b>, 155 Arrowhead Trail Christiansburg, VA 24073</p> <p><i>Advice and referral on most civil issues; service emphasis on debtor relief, government (public) benefit programs, health, housing, domestic violence, and foster care.</i></p>	<p>www.svlas.org 276-783-8300 800-277-6754 clients fax: 276-783-7411</p> <p>276-762-9534 888-201-2772 Intake 866-455-8716 clients fax: 276-762-9356</p> <p>540-382-6157 800-468-1366 clients fax: 540-382-5981</p>	<p><i>Whole service area and specifically the Cities of Bristol and Galax; Counties of Bland, Carroll, Grayson, Smyth, Washington and Wythe</i></p> <p><i>Whole service area and specifically the City of Norton; Counties of Buchanan, Dickenson, Lee, Russell, Scott, Tazewell, and Wise</i></p> <p><i>City of Radford; the Counties of Floyd, Giles, Montgomery, and Pulaski</i></p>
<p><b>VIRGINIA LEGAL AID SOCIETY, INC.</b> <b>Administrative Office</b>, 513 Church Street [PO BOX 6200, 24505], Lynchburg, VA 24504</p> <p><b>Danville Office</b>, 519 Main Street Danville, VA 24541</p> <p><b>Farmville Office</b>, 217 East Third Street, Farmville, VA 23901</p> <p><b>Lynchburg Office</b>, 513 Church Street [PO BOX 6200, 24505], Lynchburg, VA 24504</p> <p><b>Martinsville Office (Grace Network – Appointments)</b>, 16 Liberty Street, Martinsville, VA 24112 (Physical) 4 Liberty Street, Martinsville, VA 24112 (Mailing)</p> <p><b>Suffolk Office</b>, 155 E. Washington Street [PO BOX 3356, 23439-3356], Suffolk, VA 23434</p> <p><i>Cases: health care, public benefits, housing, family relations, advance directives, consumer, education, economic self-sufficiency.</i></p>	<p>www.vlas.org Intake 866-534-5243 434-528-4722 fax: 434-528-3571</p> <p>434-799-3550 888-799-3550 clients fax: 434-799-5739</p> <p>434-392-8108 888-392-0223 clients fax: 434-392-5121</p> <p>434-846-1326 888-846-8527 clients fax: 434-846-3826</p> <p>434-799-3550 fax: 434-799-5739</p> <p>757-539-3441 800-539-3441 clients fax: 757-539-5142</p>	<p><i>Entire Program Area</i></p> <p><i>Cities of Danville, Martinsville and Counties of Henry, Patrick, Pittsylvania.</i></p> <p><i>Town of Farmville and Counties of Amelia, Brunswick, Buckingham, Charlotte, Cumberland, Lunenburg, Mecklenburg, Nottoway, and Prince Edward.</i></p> <p><i>City of Lynchburg and Counties of Amherst, Appomattox, Campbell and Halifax.</i></p> <p><i>City of Martinsville and Henry County.</i></p> <p><i>Cities of Emporia, Franklin and Suffolk and Counties of Greensville, Isle of Wight, Southampton and Sussex.</i></p>
<p><b>Legal Services Corporation of Virginia</b> 919 East Main Street, Suite 615 Richmond, VA 23219</p>	<p>www.lscv.org 804-782-9438 fax: 804-648-3917</p>	<p><i>State of Virginia</i></p>
<p><b>VIRGINIA POVERTY LAW CENTER</b> 919 East Main Street, Ste. 610 Richmond, VA 23219</p>	<p>www.vplc.org 804-782-9430 fax: 804-649-0974</p>	<p><i>State of Virginia</i> <i>VPLC provides training, research and other support services to the legal services community in Virginia.</i></p>
<p align="center"><b>Legal Aid Help Line 866-534-5243 (866-LEGL-AID)</b></p>		

# Virginia's Area Agencies on Aging (AAA) by Planning and Service Area (PSA)

Except where noted, the LTC Ombudsmen phone number is the same as the AAA phone number.  
For an online director of LTC Ombudsmen go to: <https://elderrightsva.org/locations.htm#14>

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
01	<b>Mountain Empire Older Citizens</b> PO Box 888 Big Stone Gap, VA 24219 [1501 Third Avenue East]	<b>Phone:</b> 276-523-4202 <b>Toll Free:</b> 800-252-6362 <b>Fax:</b> 276-523-4208 <b>Website:</b> <a href="http://www.meoc.org/">www.meoc.org/</a>	<b>Counties:</b> Lee, Wise, & Scott  <b>Cities:</b> Norton	<b>Ombudsman:</b> Debbie Collier  <b>Email:</b> <a href="mailto:dcollier@meoc.org">dcollier@meoc.org</a>
02	<b>Appalachian Agency For Senior Citizens, Inc.</b> PO Box 765 Cedar Bluff, VA 24609 [216 College Ridge Road]	<b>Phone:</b> 276-964-4915 <b>Toll Free:</b> 800-656-2272 <b>Fax:</b> 276-963-0130 <b>Website:</b> <a href="http://www.aasc.org/">www.aasc.org/</a>	<b>Counties:</b> Buchanan, Dickenson, Russell, & Tazewell	<b>Ombudsman:</b> Lauren Murnahan  <b>Phone:</b> 276-964-7117  <b>Email:</b> <a href="mailto:lmurnahan@aasc.org">lmurnahan@aasc.org</a>
03	<b>District Three Governmental Cooperative</b> 4453 Lee Highway Marion, VA 24354	<b>Phone:</b> 276-783-8150 <b>Toll Free:</b> 800-541-0933 <b>Fax:</b> 276-783-3003 <b>Website:</b> <a href="http://www.district-three.org/">www.district-three.org/</a>	<b>Counties:</b> Bland, Carroll, Grayson, Smyth, Washington, & Wythe  <b>Cities:</b> Bristol, Galax	<b>Ombudsman:</b> Karen Doss  <b>Phone:</b> 276-783-8157  <b>Email:</b> <a href="mailto:kdoss@district-three.org">kdoss@district-three.org</a>
04	<b>New River Valley Agency on Aging</b> 6226 University Park Drive, Suite 3100 Fairlawn, VA 24301	<b>Phone:</b> 540-980-7720 <b>Toll Free:</b> 866-260-4417 (Floyd & Giles) <b>Fax:</b> 540-980-7724 <b>Website:</b> <a href="http://www.nrvaoa.org/">www.nrvaoa.org/</a>	<b>Counties:</b> Giles, Floyd, Pulaski, & Montgomery  <b>Cities:</b> Radford	<b>Ombudsman:</b> Janet Brennend  <b>Email:</b> <a href="mailto:ombudsman@nrvaooa.org">ombudsman@nrvaooa.org</a>

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
05	<b>Local Office on Aging, Inc.</b> PO Box 14205 Roanoke, Virginia 24038-4205 [4932 Frontage Road NW, Roanoke 24019]	<b>Phone:</b> 540-345-0451 <b>Toll Free:</b> 888-355-6222 <b>Fax:</b> 540-981-1487 <b>Website:</b> <a href="http://www.loaa.org/">www.loaa.org/</a>	<b>Counties:</b> Alleghany, Botetourt, Craig, & Roanoke  <b>Cities:</b> Clifton Forge, Covington, Salem & Roanoke	<b>Ombudsmen:</b> Robbie Boyd Delaine Caldwell Chantel Young  <b>Phone Extension:</b> 3041  <b>Email:</b> <a href="mailto:rboyd@LOAA.org">rboyd@LOAA.org</a> <a href="mailto:dcaldwell@LOAA.org">dcaldwell@LOAA.org</a> <a href="mailto:cyoung@LOAA.org">cyoung@LOAA.org</a>
06	<b>Valley Program for Aging Services, Inc.</b> PO Box 817 Waynesboro, VA 22980 [325 Pine Avenue]	<b>Phone:</b> 540-949-7141 <b>Toll Free:</b> 1-800-868-8727 <b>Fax:</b> 540-949-7143 <b>Website:</b> <a href="http://www.vpas.info/">www.vpas.info/</a>	<b>Counties:</b> Augusta, Bath, Highland, Rockbridge & Rockingham  <b>Cities:</b> Buena Vista, Harrisonburg, Lexington, Staunton, & Waynesboro	<b>Ombudsman:</b> John Brownlee  <b>Email:</b> <a href="mailto:john@vpas.info">john@vpas.info</a>
07	<b>Seniors First – The Shenandoah Area Agency on Aging</b> 207 Mosby Lane Front Royal, VA 22630-2611	<b>Phone:</b> 540-635-7141 <b>Fax:</b> 540-636-7810 <b>Website:</b> <a href="http://www.shenandoahaaa.com/">www.shenandoahaaa.com/</a>	<b>Counties:</b> Clarke, Frederick, Page, Shenandoah, & Warren  <b>Cities:</b> Winchester	<b>Ombudsman:</b> Suzanne Grubb  <b>Phone Extension:</b> 208  <b>Email:</b> <a href="mailto:s.grubb@seniorsfirst.info">s.grubb@seniorsfirst.info</a>
08	<b>Northern Virginia Long-Term Care Ombudsman Program</b> 12011 Government Center Parkway, Suite 708 Fairfax, VA 22035-1104	<b>Phone:</b> 703-324-5861  <b>FAX:</b> 703-653-1796  <b>Website:</b> <a href="http://www.fairfaxcounty.gov/ltcombudsman">www.fairfaxcounty.gov/ltcombudsman</a>	<b>Counties:</b> Arlington, Fairfax, & Loudoun  <b>Cities:</b> Alexandria, Fairfax, & Falls Church	<b>Program Director:</b> Laura J. Nichols <b>Ombudsmen:</b> Donna Lee, Kristen Lucia, Liz Rogers, Carl Varner, & Claire Yeomans <b>Ombudsman Volunteer Coordinator:</b> Camden Doran <b>Email:</b> <a href="mailto:nvltcop@fairfaxcounty.gov">nvltcop@fairfaxcounty.gov</a>

**5.18 Area Agencies on Aging and LTC Ombudsmen**

<b>PSA</b>	<b>AAA Name</b>	<b>AAA Contact Information</b>	<b>Service Area</b>	<b>LTC Ombudsman</b>
08A	<b>Alexandria Division of Aging &amp; Adult Services</b> 6101 Stevenson Avenue, Ste 200 Alexandria, VA 22304	<b>Phone:</b> 703-746-5999  <b>Website:</b> <a href="http://www.alexandriava.gov/Aging">www.alexandriava.gov/Aging</a>	<b>Cities:</b> Alexandria	<i>See Northern Virginia Long-Term Care Ombudsman Program</i>
08B	<b>Arlington Agency on Aging</b> 2100 Washington Boulevard, 4th Fl Arlington, VA 22204-5703	<b>Phone:</b> 703-228-1700 <b>Fax:</b> 703-228-1174 <b>TTY:</b> 703-228-1788 <b>Website:</b> <a href="http://www.arlingtonva.us/Government/Departments/DHS/Aging-Disability">www.arlingtonva.us/Government/Departments/DHS/Aging-Disability</a>	<b>Counties:</b> Arlington	<i>See Northern Virginia Long-Term Care Ombudsman Program</i>
08C	<b>Fairfax Area Agency on Aging</b> 12011 Government Center Parkway, Suite 720 Fairfax, VA 22035	<b>Phone:</b> 703-324-5411 <b>Fax:</b> 703-449-9552 <b>Website:</b> <a href="http://www.fairfaxcounty.gov/dfs/olderadultservices/">www.fairfaxcounty.gov/dfs/olderadultservices/</a>	<b>Counties:</b> Fairfax  <b>Cities:</b> Fairfax & Falls Church	<i>See Northern Virginia Long-Term Care Ombudsman Program</i>
08D	<b>Loudoun County Area Agency on Aging</b> 742 Miller Drive SE Leesburg, VA 20175	<b>Phone:</b> 703-777-0257 <b>Fax:</b> 703-771-5161 <b>Website:</b> <a href="http://www.loudoun.gov/aaa">www.loudoun.gov/aaa</a>	<b>Counties:</b> Loudoun	<i>See Northern Virginia Long-Term Care Ombudsman Program</i>
08E	<b>Prince William Area Agency on Aging</b> 5 County Complex, Suite 240 Woodbridge, VA 22192	<b>Phone:</b> 703-792-6400 <b>Fax:</b> 703-792-4734 <b>Website:</b> <a href="http://www.pwcgov.org/aoa">www.pwcgov.org/aoa</a>	<b>Counties:</b> Prince William  <b>Cities:</b> Manassas, Manassas Park, & Woodbridge	<i>See Prince William Co. Human Rights Commission – LTC Ombudsman Local Office</i>

<b>PSA</b>	<b>AAA Name</b>	<b>AAA Contact Information</b>	<b>Service Area</b>	<b>LTC Ombudsman</b>
	<b>Prince William Co. Human Rights Commission – LTC Ombudsman Local Office</b> 15941 Donald Curtis Drive Woodbridge, VA 22191	<b>Phone:</b> 703-792-7662 <b>FAX:</b> 703-792-7155	<b>County:</b> Prince William  <b>Cities:</b> Manassas, & Manassas Park	<b>Ombudsman:</b> Rosemari Walker  <b>Email:</b> <a href="mailto:rwalker@pwcgov.org">rwalker@pwcgov.org</a>
09	<b>Rappahannock-Rapidan Community Services Board</b> PO Box 1568 Culpeper, VA 22701	<b>Phone:</b> 540-825-3100 <b>Fax:</b> 540-825-6245 <b>TDD:</b> 540-825-7391 <b>Website:</b> <a href="http://www.rrcsb.org/">www.rrcsb.org/</a>	<b>Counties:</b> Culpeper, Fauquier, Orange, Madison, & Rappahannock	<b>Ombudsman:</b> Kathi Walker  <b>Phone Extension:</b> 3416  <b>Fax:</b> 540-825-0392  <b>Email:</b> <a href="mailto:kwalker@rrcsb.org">kwalker@rrcsb.org</a>
10	<b>Jefferson Area Board for Aging</b> 674 Hillsdale Drive, Suite 9 Charlottesville, VA 22901	<b>Phone:</b> 434-817-5222 <b>Fax:</b> 434-817-5230  <b>Website:</b> <a href="http://www.jabacares.org/">www.jabacares.org</a> /	<b>Counties:</b> Albemarle, Fluvanna, Greene, Louisa, & Nelson  <b>Cities:</b> Charlottesville	<b>Ombudsmen:</b> Tamar Goodale & Lori Noffsinger  <b>Emails:</b> <a href="mailto:tgoodale@jabacares.org">tgoodale@jabacares.org</a> <a href="mailto:lnoffsinger@jabacares.org">lnoffsinger@jabacares.org</a>
11	<b>Central Virginia Alliance for Community Living, Inc.</b> PO Box 1390 Lynchburg, VA 24505 [501 12th Street, Suite A Lynchburg 24504]	<b>Phone:</b> 434-385-9070 <b>Toll-Free:</b> 1-866-255-6868 <b>Fax:</b> 434-385-9209 <b>Website:</b> <a href="http://www.cvcl.org/">www.cvcl.org/</a>	<b>Counties:</b> Amherst, Appomattox, Bedford, & Campbell  <b>Cities:</b> Bedford & Lynchburg	<b>Ombudsman:</b> Ruth Givens  <b>Email:</b> <a href="mailto:rgivens@cvcl.org">rgivens@cvcl.org</a>

**5.20 Area Agencies on Aging and LTC Ombudsmen**

<b>PSA</b>	<b>AAA Name</b>	<b>AAA Contact Information</b>	<b>Service Area</b>	<b>LTC Ombudsman</b>
12	<b>Southern Area Agency on Aging</b> 204 Cleveland Avenue Martinsville, VA 24112-4228	<b>Phone:</b> 276-632-6442 <b>Toll Free:</b> 1-800-468-4571 <b>Fax:</b> 276-632-6252 <b>Website:</b> <a href="http://www.southernaaa.org/">www.southernaaa.org/</a>	<b>Counties:</b> Franklin, Henry, Patrick & Pittsylvania  <b>Cities:</b> Martinsville & Danville	<b>Ombudsmen:</b> Jan Bellard & Amanda Joyce  <b>Emails:</b> <a href="mailto:jbellard@southernaaa.org">jbellard@southernaaa.org</a> <a href="mailto:ajoyce@southernaaa.org">ajoyce@southernaaa.org</a>
13	<b>Lake Country Area Agency on Aging</b> 1105 West Danville St South Hill, Virginia 23970-3501	<b>Phone:</b> 434-447-7661 <b>Fax:</b> 434-447-4074 <b>Website:</b> <a href="http://www.lcaaaa.org/">www.lcaaaa.org/</a>	<b>Counties:</b> Halifax, Mecklenburg, & Brunswick  <b>Cities:</b> South Boston	<b>Ombudsman Office in transition, contact:</b> Office of the State Long-Term Care Ombudsman <b>Phone:</b> 804-565-1600 <b>Toll Free:</b> 800-552-3402
14	<b>Piedmont Senior Resources Area Agency on Aging, Inc.</b> 1413 South Main Street PO Box 398 Burkeville, Virginia 23922-0398	<b>Phone:</b> 434-767-5588 <b>Toll Free:</b> 800-995-6918 <b>Fax:</b> 434-767-2529 <b>Website:</b> <a href="http://www.psraaa.org/">www.psraaa.org/</a>	<b>Counties:</b> Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, & Prince Edward	<b>Ombudsman:</b> Michelle Temple  <b>Email:</b> <a href="mailto:mtemple@psraaa.org">mtemple@psraaa.org</a>  <b>Fax:</b> 434-264-6548
15	<b>Senior Connections - The Capital Area Agency on Aging, Inc.</b> 24 East Cary Street Richmond, VA 23219	<b>Phone:</b> 804-343-3000 <b>Toll Free:</b> 800-995-6918 <b>Fax:</b> 804-649-2258  <b>Website:</b> <a href="http://www.seniorconnections-va.org/">www.seniorconnections-va.org/</a>	<b>Counties:</b> Charles City, Chesterfield, Hanover, Henrico, Goochland, New Kent & Powhatan  <b>Cities:</b> Richmond	<b>Ombudsmen:</b> Laurie Hunter Katy Kirk Sarah Traylor  <b>Email:</b> <a href="mailto:Lhunter@youraaa.org">Lhunter@youraaa.org</a> <a href="mailto:kkirk@youraaa.org">kkirk@youraaa.org</a> <a href="mailto:straylor@youraaa.org">straylor@youraaa.org</a>  <b>Toll Free:</b> 800-989-2286

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
16	<b>Healthy Generations Area Agency on Aging</b> <i>(fka Rappahannock AAA)</i> 460 Lendall Lane Fredericksburg, VA 22405	Phone: 540-371-3375 Toll Free: 800-262-4012 Fax: 540-371-3384 Website: <a href="http://www.raaa16.org">www.raaa16.org</a>	<b>Counties:</b> Caroline, King George, Spotsylvania, & Stafford  <b>Cities:</b> Fredericksburg	<b>Ombudsman:</b> Nicole Farmer  <b>Email:</b> <a href="mailto:nfarmer@healthygenerations.org">nfarmer@healthygenerations.org</a>
17/ 18	<b>Bay Aging</b> PO Box 610 Urbanna, VA 23175	Phone: 804-758-2386 Fax: 804-758-5773 Website: <a href="http://www.bayaging.org/">www.bayaging.org/</a>	<b>Counties:</b> Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, & Westmoreland	<b>Ombudsman:</b> Lisa Walker Lynette Thruston  <b>Phone Extension:</b> 1234  <b>Email:</b> <a href="mailto:walker@bayaging.org">walker@bayaging.org</a> <a href="mailto:lthurston@bayaging.org">lthurston@bayaging.org</a>
19	<b>Crater District Area Agency On Aging</b> 23 Seyler Drive Petersburg, VA 23805	Phone: 804-732-7020 Fax: 804-732-7232  Website: <a href="http://www.cdaaa.org/">www.cdaaa.org/</a>	<b>Counties:</b> Dinwiddie, Greensville, Surry, Sussex, & Prince George  <b>Cities:</b> Colonial Heights, Emporia, Hopewell, & Petersburg	<b>Ombudsman:</b> VACANT  <b>Email:</b>
20	<b>Senior Services of Southeastern Virginia</b> 2551 Eltham Avenue, Suite Q Norfolk, VA 23513	Phone: 757-461-9481 Fax: 757-461-1068 Website: <a href="http://www.ssseva.org/index.shtml">www.ssseva.org/ index.shtml</a>	<b>Counties:</b> Southampton & Isle of Wight  <b>Cities:</b> Franklin, Suffolk, Portsmouth, Chesapeake, Virginia Beach, & Norfolk	<b>Ombudsman:</b> Willie Alston Ann Gause  <b>Phone:</b> 757-222-4542  <b>Email:</b> <a href="mailto:walston@ssseva.org">walston@ssseva.org</a> <a href="mailto:agause@bayaging.org">agause@bayaging.org</a>

## 5.22 Area Agencies on Aging and LTC Ombudsmen



PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
21	<b>Peninsula Agency on Aging, Inc.</b> 739 Thimble Shoals Boulevard Building 1000, Suite 1006 Newport News, VA 23606	<b>Phone:</b> 757-873-0541 <b>Fax:</b> 757-872-1437 <b>Website:</b> <a href="http://www.paainc.org/">www.paainc.org/</a>	<b>Counties:</b> James City & York  <b>Cities:</b> Williamsburg, Newport News, Hampton, & Poquoson	<i>See Bay Aging LTC Ombudsman Regional Office</i>
	<b>Bay Aging LTC Ombudsman Regional Office</b> 100 Parker View Court Williamsburg, VA 23188	<b>Phone:</b> 757-220-1577  <b>FAX:</b> 757-220-1577	<b>Counties:</b> James City & York  <b>Cities:</b> Williamsburg, Newport News, Hampton, & Poquoson	<b>Ombudsman:</b> Carol Turner  <b>Email:</b> <a href="mailto:bayaging_ombudsman@yahoo.com">bayaging_ombudsman@yahoo.com</a>
22	<b>Eastern Shore Area Agency on Aging- Community Action Agency, Inc.</b> 5432 Bayside Road Exmore, VA 23350	<b>Phone:</b> 757-442-9652 <b>Toll Free:</b> 800-452-5977 <b>Fax:</b> 757-442-9303 <b>Website:</b> <a href="http://www.esaaa-caa.net/">www.esaaa- caa.net/</a>	<b>Counties:</b> Accomack & Northampton	<b>Ombudsman:</b> Marsha Bunting  <b>Email:</b> <a href="mailto:mbunting@esaaacaa.org">mbunting@esaaacaa.org</a>

**Office of the State Long-Term Care Ombudsman**

Virginia Department for Aging and Rehabilitative Services  
8004 Franklin Farms Drive, Richmond, VA 23229

**Phone:** 804-565-1600      **FAX:** 804-282-0608 (New)      **Toll Free:** 1-800-552-3402

**State Ombudsman:** Joani Latimer  
**Email:** [joani.latimer@dars.virginia.gov](mailto:joani.latimer@dars.virginia.gov)

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**Quality Assurance and Operations Manager:** Gail Thompson  
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**Medicaid Managed Care Advocate Manager:** Linda Hamrick  
**Email:** [linda.hamrick@dars.virginia.gov](mailto:linda.hamrick@dars.virginia.gov)



# Virginia Social Security Administration – Disability Field Offices

## NORTHERN

### **Alexandria**

5510 Cherokee Avenue  
Suite 200  
Alexandria, VA 22312  
Phone: 1-800-772-1213  
Localities: *Fairfax County,  
Arlington, Alexandria*

### **Culpeper**

1014 South Main Street  
Culpeper, VA 22701  
Phone: 1-877-531-4694  
Localities: *Culpeper,  
Fauquier, Madison,  
Rappahannock*

### **Fredericksburg**

9915 Patriot Highway  
Fredericksburg, VA 22407  
Phone: 1-800-772-1213  
Localities: *Caroline  
(Northern), King George,  
Spotsylvania, Stafford,  
Westmoreland*

### **Harrisonburg**

351 North Mason Street  
Harrisonburg, VA 22802  
Phone: 1-866-964-1718  
Localities: *Page,  
Rockingham, Shenandoah,  
Harrisonburg*

### **Manassas**

9500 Center Street  
Manassas, VA 20110  
Phone: 1-800-772-1213  
Localities: *Manassas,  
Manassas Park, Loudoun,  
Prince William*

### **Reston**

10800 Parkridge Boulevard,  
Suite 100  
Reston, VA 20191  
Phone: 1-800-772-1213  
Localities: *Fairfax County*

### **Winchester**

323 Hope Drive  
Winchester, VA 22601  
Phone: 1-866-331-2320  
Localities: *Clarke, Frederick,  
Warren, Winchester*

## EASTERN

### **Accomac**

Accawmacke Office Park  
22581 Center Pkwy  
Accomac, VA 23301  
Phone: 1-866-964-1019  
Localities: *Accomack,  
Northampton*

### **Hampton**

1521 Hardy Cash Drive,  
Ground Floor  
Hampton, VA 23666  
Phone: 1-866-592-2669  
Localities: *Hampton,  
Poquoson, York*

### **Newport News**

11706 Jefferson Avenue  
Newport News, VA 23606  
Phone: 1-866-331-9169  
Localities: *Gloucester,  
James City, Mathews,  
Newport News*

### **Norfolk**

5850 Lake Herbert Drive,  
First Floor  
Norfolk, VA 23502  
Phone: 1-800-772-1213  
Localities: *Chesapeake,  
Norfolk*

### **Portsmouth**

3305 Airline Boulevard  
Portsmouth, VA 23701  
Phone: 1-866-593-8851

### **Suffolk**

502 Hillpoint Boulevard  
Suffolk, VA 23434  
Phone: 1-866-835-7769  
Localities: *Isle of Wight,  
Southampton, Cities of  
Franklin and Suffolk*

### **Virginia Beach**

2875 Sabre Street,  
Suite 100  
Virginia Beach, VA 23452  
Phone: 1-888-377-5237

## SOUTHSIDE

### **Danville**

3295 US Hwy 29  
Danville, VA 24540  
Phone: 1-800-772-1213  
Localities: *Danville and  
Pittsylvania*

### **Martinsville**

320 West Commonwealth  
Blvd  
Martinsville, VA 24112  
Phone: 1-877-405-9780  
Localities: *Henry, Patrick  
and Martinsville*

### **South Boston**

57 Hamilton Boulevard  
South Boston, VA 24592  
Phone: 1-888-327-1407  
Localities: *Halifax,  
Mecklenburg*

## **CENTRAL**

### **Charlottesville District Office**

1470 Pantops Mountain Place  
Charlottesville, VA 22911  
Phone: 1-866-613-3959  
Localities: *Albemarle, Fluvanna, Greene, Louisa, Nelson (Eastern), Orange and Charlottesville*

### **Chesterfield**

600 Southlake Boulevard  
Suite 100  
N. Chesterfield, VA 23236  
Phone: 1-877-773-7231  
Localities: *Chesterfield, Powhatan*

### **Covington**

1010 South Craig Avenue  
Covington, VA 24426  
Phone: 1-888-527-9334  
Localities: *Alleghany, Bath Covington*

### **Farmville**

324 Commerce Road  
Farmville, VA 23901  
Phone: 1-866-269-4346  
Localities: *Amelia, Charlotte, Cumberland, Lunenburg, Nottaway, Prince Edward*

### **Lynchburg**

7618 Timberlake Road  
Lynchburg, VA 24502  
Phone: 1-866-964-6142  
Localities: *Amherst, Appomattox, Bedford (Eastern), Campbell, Nelson (Western)*

### **Petersburg**

100 Poplar Drive  
Petersburg, VA 23805  
Phone: 1-877-803-6322  
Localities: *Dinwiddie, Greenville, Prince George, Surrey, Sussex, Colonial Heights, Hopewell, Petersburg*

### **Richmond**

1834 West Cary Street  
Richmond, VA 23220  
Phone: 1-800-772-1213  
Localities: *Caroline (Southern), Essex, Goochland, Hanover, Henrico, King and Queen, King William, Lancaster, Middlesex, Northumberland, Richmond County and Richmond City*

### **Sandston**

245 E. Williamsburg Road  
Sandston, VA 23150  
Phone: 1-866-218-2307  
Localities: *Charles City, New Kent*

### **Staunton**

Greenbrier Office Park Bldg 2  
1600 N Coalter Street  
Staunton, VA 24401  
Phone: 1-888-632-6896  
Localities: *Augusta, Highland, Staunton, Waynesboro*

## **WESTERN**

### **Bristol**

2484 Lee Highway  
Bristol, VA 24202  
Phone: 1-800-772-1213  
Localities: *Bristol, Russell, Smyth, Washington*

### **Roanoke**

612 S Jefferson Street  
Suite 100  
Roanoke, VA 24011  
Phone: 1-800-772-1213  
Localities: *Bedford (Western) Botetourt, Craig, Floyd, Franklin, Montgomery, Radford, Roanoke, Salem,*

### **Wise**

253 Ridgeview Road SW  
Wise, VA 24293  
Phone: 1-800-772-1213  
Localities: *Dickenson, Lee, Wise, Norton*

### **Wytheville**

130 Withers Lane  
Wytheville, VA 24382  
Phone: 1-888-632-6893  
Localities: *Carroll, Grayson, Pulaski, Wythe, Galax*

### **Bland, Buchanan, Giles, and Tazewell are served by the Bluefield West Virginia Office:**

3014 E. Cumberland Road  
Bluefield, WV 24701  
Phone: 1-800-772-1213

### **Scott County is served by the Kingsport Tennessee Office:**

2401 South Wilcox Drive  
Kingsport, TN 37660  
Phone: 1-888-487-0161

# GLOSSARY OF TERMS

*(Sources: the Medicaid Handbooks, the MCO contracts, Healthcare.gov, and the Virginia 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.

**Cardinal Care** – Cardinal Care is a new single system of care for all Virginia’s Medicaid and FAMIS members. The Cardinal Care program will combine the two managed care programs of Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus) into one program beginning in the summer of 2022. All managed care and fee-for-service Medicaid members will be part of the Cardinal Care program. The fee-for-service program will continue to serve newly enrolled members for a short time and those with limited health coverage. Cardinal Care will continue to offer members the same programs and services, and will not reduce or change any existing coverage. New cards with the Cardinal Care logo will be phased in starting in 2023. Both the old and new cards will be accepted by Medicaid providers. Members in managed care will receive new ID cards from their health plan in early 2023.

**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** – Application Assistants 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. There are six Managed Care Programs delivering these services in Virginia.

**Copayment** – The portion of Medicaid-allowed charges which a member is required to pay directly to the provider for certain services or procedures rendered. These are collected when a member is initially enrolled in coverage and receiving care via Fee-For-Service Medicaid providers.

**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.

**DARS (Virginia Department for Aging and Rehabilitative Services)** – The agency that seeks to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families. It offers vocational rehabilitation to assist people with disabilities to prepare for, secure, retain, or regain employment. The agency also houses the Office of the State Long-Term Care Ombudsman which advocates for older persons receiving long-term care services, including advocacy, complaint counseling, and assistance in resolving care problems. Additionally, it has a division, the Disability Determination Services (DDS) office, which works in partnership with the Social Security Administration and the Virginia Department of Social Services to make decisions on disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and Medicaid Programs.

**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** – Staff at the local Department of Social Services who reviews Medicaid cases and determines if people are eligible. This is the person to contact to report changes, such as address or income, or problems, such as not receiving a Medicaid card.

**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

**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 Medicaid cases. A complete listing of these offices is in this section of the *Tool Kit*.

**Managed Care** – Delivery of health care services emphasizing the relationship between a primary care provider (PCP) and the 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 Medicaid members\* are required to receive their medical care through managed care programs. \*Except Spenddown and MSPs.

**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.

**Managed Care Open Enrollment (Medicaid)** – The time frame in which full-benefit Medicaid 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.

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

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

**Medically Needy** – Individuals who meet Medicaid covered group requirements, but have excess income. A medically needy determination requires a resource test and includes pregnant women, children under the age of 18, foster care and adoption assistance, and those in Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IIDs) up to age 21, ABD up to age 21, and others. 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) or amyotrophic lateral sclerosis (ALS/ Lou Gehrig’s Disease). The federal government administers and funds this program.

**Medicaid Enterprise System (MES)\*** – 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. *\*Formerly the Medicaid Management Information System/MMIS.*

**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. Sometimes called “Medicaid Expansion.”

**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.

**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.

**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, OB/GYN, 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.

**Social Security Administration (SSA)** – the federal agency that runs the Social Security program for retirement, disability and survivors’ benefits.


**SSA** – See Social Security Administration

**SSDI (Social Security Disability Insurance)** – This program requires a person with a disability to have worked for a substantial period in employment covered by Social Security. Beginning at age 18, a dependent, adult child of a worker who is retired, disabled or deceased, may be eligible for benefits if the child became permanently disabled before age 22. Benefits also may be paid to a widow or surviving divorced spouse. SSDI is funded through the Social Security Trust Fund. SSDI beneficiaries are automatically enrolled in Medicare Parts A and B after 24 months of receiving benefits (no waiting period for a person with ALS).

**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, pregnant individuals, and other adults enrolled in Medicaid and the FAMIS programs. 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.

**Uniform Assessment Instrument (UAI)** – This is the pre-admission screening form to evaluate an applicant’s ability to complete activities of daily living (ADL).

**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>.

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.

To apply for an original card, a person must provide at least two documents to prove age, identity, and US citizenship or current lawful, work-authorized immigration status. If an applicant is not a US citizen and does not have a DHS work authorization, s/he must prove that s/he has a valid non-work reason for requesting a card.

The form provides detailed listings of acceptable evidence to document identity, US citizenship or immigration status on Page 2.

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.

# Helpful Sources of Information on the Internet

## *Virginia's Program Information*

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

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

Under Programs & Services there is a lot of consumer information about DMAS's programs and their guidelines; information on how to apply and on Managed Care (Medallion, CCC Plus and Cardinal Care). The *Medical Assistance Eligibility Manual* is available in the "For Applicants" section under "Eligibility Guidance."

### **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. If you click on "Apply for Coverage" it gives you information; the Call Center phone number; links to CommonHelp and [Healthcare.gov](http://Healthcare.gov); links to people who can assist you in applying - "Application Assisters"; and information about Health Plans that deliver Medicaid and FAMIS Services. Under "Learn" there is a section called "Am I Eligible?" where there is 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 individuals/families to apply, it has 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: [www.signupnowva.org](http://www.signupnowva.org)**

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 Kits*, 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](mailto:signupnow@vhcf.org)

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

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

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

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

Enroll Virginia’s statewide toll-free phone system and website will help Virginians connect to a person who is able to provide one-on-one assistance with applying for health coverage via the 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](mailto:info@enroll-virginia.com)

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

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

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

Center on Budget and Policy Priorities

1275 First Street, NE, Suite 1200, Washington, DC 20002

Phone: (202) 408-1080

email: [center@cbpp.org](mailto:center@cbpp.org)

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

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

The Center for Medicaid and CHIP Services (CMCS) is one of six Centers within the Centers for Medicare & Medicaid Services, an agency of the US 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](mailto:info@familiesusa.org)

**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)

**Robert Wood Johnson Foundation (RWJF):**

<https://www.rwjf.org/en/our-focus-areas/topics/health-care-coverage-and-access.html>

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>

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

**Protecting Immigrant Families:**

<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)**

<https://www.irs.gov/help/ita>

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

## ***More Information on Medicare***

Please see the resources below:

- For in-depth webinars on the “ins and outs” of Medicare, including special topics, please visit: [cmsnationaltrainingprogram.cms.gov/](https://cmsnationaltrainingprogram.cms.gov/). Topics addressed by the **CMS National Training Program** include: Medicare enrollment and eligibility; Medicare advantage; Medicare Part D prescription drug plan costs; Social Security
- For information about where to find a local Medicare counseling resource, visit: [vda.virginia.gov/vicap.htm](https://vda.virginia.gov/vicap.htm).
- For general information about Medicare, visit [medicare.gov/](https://medicare.gov/), or call 1-800-MEDICARE.

## How to Link a Case in CommonHelp

If you have a CommonHelp User ID and Password and your application gets approved, you can link your Commonhelp account with your active Medicaid/FAMIS case and be able to “manage” it through the CommonHelp website.

- To do this go to [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) and click on “Check Benefits”.
- On the resulting page enter your User ID in the box and click the “Login” Button.
- On the resulting page, click the “Basic” Button to access your account.
- On the resulting page, enter your Password and Click the “Login” Button.
- Accept the resulting Confidentiality Agreement by clicking the “I Accept” Button.
- On the resulting page, click, the “Manage My Account” Button. Scroll down to “Case Association.”
- Check the box before the statement “I have an existing case with Social Services and would like to associate it with my account” and click the “Link Case” Button.
- Follow the directions on the resulting “Case Association” page. Enter your Case Number and Client ID Number (both can be found in your *Notice of Action* (Approval Notice) from your local Department of Social Services). Click “Continue.”
- On the resulting “Case Information” page you should see Case Information including which benefits you have been approved for.
- From here you can: see case details; details of benefits; report changes; see if any are due for renewal; and submit a renewal.

A detailed video about “Using CommonHelp after Applying,” including information about the linking process can be found at: <https://www.youtube.com/watch?v=mCScYxgWS-M>



## **CASE EXAMPLES**

### **Case #1: GROVER AND BETTY**

Grover and Betty are married, and live in Spotsylvania County, Virginia. Both live in their home, and neither is in hospice or receiving community based care. They are over 65 years old, are enrolled in full Medicare, and receive \$2,753 per month in Social Security.

Grover was hospitalized earlier this month due to cardiac issues, and his bills from that visit totaled \$3,000. Medicare Part A covered \$1,444, but Betty and Grover had to pay \$1,556. They decide to apply for Medicaid, since they have less than \$3,000 in countable resources, and a friend told them they may qualify.

Grover and Betty also have some old bills they still owe, including \$1,300 to Betty's dentist and \$700 in lab and x-ray services that their Medicare Part B didn't cover.

1. What is the income Assistance Unit size for Betty and Grover?
2. What is the resource Assistance Unit size for Betty and Grover?
3. What is Betty and Grover's countable monthly income?
4. What, if any, Medicaid coverage might Betty and Grover qualify for?
5. What is the applicable Medically Needy Income Limit (MNIL) for Betty and Grover?
6. What is their spenddown liability, and how close are they to meeting it?

## Case #1: GROVER AND BETTY SOLUTION

*Grover and Betty are married, and live in Spotsylvania County, Virginia. Both live in their home, and neither is in hospice or receiving community based care. They are over 65 years old, are enrolled in full Medicare, and receive \$2,753 per month in Social Security.*

*Grover was hospitalized earlier this month due to cardiac issues, and his bills from that visit totaled \$3,000. Medicare Part A covered \$1,444, but Betty and Grover had to pay \$1,556. They decide to apply for Medicaid, since they have less than \$3,000 in countable resources, and a friend told them they may qualify.*

*Grover and Betty also have some old bills they still owe, including \$1,200 to Betty's dentist and \$700 in lab and x-ray services that their Medicare Part B didn't cover.*

- 1. What is the income Assistance Unit (AU) size for Betty and Grover?**  
Since Betty and Grover are married and living together, and neither is institutionalized, they are considered an income AU of 2.
- 2. What is the resource Assistance Unit size for Betty and Grover?**  
Betty and Grover are a resource AU of 2. As a married couple, their countable resource limit for full-benefit Medicaid coverage, and for a spenddown, is \$3,000.
- 3. What is Betty and Grover's countable monthly income?**  
Their combined Social Security, \$2,753, minus the standard \$20 disregard, gives them a countable monthly income of \$2,733.
- 4. What, if any, Medicaid coverage might Betty and Grover qualify for?**  
Since Grover and Betty are over the income limit for full-benefit coverage **and** for all of the Medicare Savings Programs, they would only be potentially eligible for Medicaid via a spenddown.
- 5. What is the applicable Medically Needy Income Limit (MNIL) for Betty and Grover?**  
Since neither is institutionalized, the MNIL will be the 6-month MNIL for a couple. Since Betty and Grover reside in Spotsylvania County, which is a Group I locality, their MNIL will be \$2,721.95 for the 6-month spenddown budget period.
- 6. What is their spenddown liability, and how close are they to meeting it?**  
Grover and Betty's spenddown liability would be:  

Countable monthly income	\$2,733 x 6 months	=	\$16,398
	Minus the applicable MNIL		<u>-\$2,721.95</u>
			\$13,676.05

Since they have a combination of old bills and new liability totaling \$3,456 (\$1,556 from hospital stay plus \$1,200 dental bill and \$700 lab/x-ray bill), they have \$10,220.05 remaining spenddown liability during the 6-month period.

## 5.40 Case Examples

## **CASE EXAMPLES**

### **Case #2: JOHN AND RHETTA**

Rhetta and John are married. John is in his late eighties, and Rhetta in her late 50's. John's health is deteriorating. He is enrolled in Medicare, and does not have long-term care insurance. Rhetta is no longer able to care for him at home, and thinks John will be best cared for in a nursing facility near their home where she can visit him daily. They want to apply for Medicaid to help pay for John's nursing needs.

Their local health department conducts a pre-admission screening, and determines that he meets the level of care needed for Medicaid to cover long-term services and supports (LTSS) in the nursing facility. John does not think he will return home.

John receives \$1,667 in Social Security monthly, and a monthly \$750 pension payment. Rhetta has no income. Besides their home, which is valued at \$250,000, John and Rhetta own \$3,000-worth of gold jewelry, a book collection valued at \$5,000 total, and a bank account, whose resource value is \$3,000.

- 1. What will John's assistance unit (AU) size be when he applies for Medicaid (for income and resources)?**
- 2. What is John's countable income?**
- 3. What is the countable value of John's resources?**
- 4. What, if any, Medicaid coverage might John qualify for?**
- 5. How will John's evaluation change after he is in the nursing facility for one month?**

## Case #2: JOHN AND RHETTA SOLUTION

*Rhetta and John are married. John is in his late eighties, and Rhetta in her late 50's. John's health is deteriorating. He is enrolled in Medicare, and does not have long-term care insurance. Rhetta is no longer able to care for him at home, and thinks John will be best cared for in a nursing facility near their home where she can visit him daily. They want to apply for Medicaid to help pay for John's nursing needs.*

*Their local health department conducts a pre-admission screening, and determines that he meets the level of care needed for Medicaid to cover long-term services and supports (LTSS) in the nursing facility. John does not think he will return home.*

*John receives \$1,667 in Social Security monthly, and a monthly \$750 pension payment. Rhetta has no income. Besides their home, which is valued at \$250,000, John and Rhetta own \$3,000-worth of gold jewelry, a book collection valued at \$5,000 total, and a bank account, whose resource value is \$3,000.*

**1. What will John's assistance unit (AU) size be when he applies for Medicaid (for income and resources)?**

John will be a resource AU of 2 initially, since he is married and living with his spouse. He will be an income AU of 1, since his non-ABD spouse has no deemable income.

**2. What is John's countable income?**

John's combined unearned income is \$2,417 (\$1,667 Social Security + \$750 pension). When we subtract the \$20 disregard, this gives him an income of \$2,397.

**3. What is the countable value of John's resources?**

At his initial application, John's countable resources will total \$3,000. The home is excluded, since Rhetta will still reside there even though John is becoming institutionalized. The jewelry is considered a personal effect and is not a countable resource. John's books are hobby materials and are not considered a countable resource. The only countable resource is the \$3,000 bank account.

**4. What, if any, Medicaid coverage might John qualify for?**

John may be eligible to receive full-benefit coverage in one of the 300% of SSI covered groups, since he has met the level his countable resources meet the limit (\$3,000), and his countable income (\$2,397) is below the limit of \$2,523.

**5. How will John's evaluation change after he is in the nursing facility for one month?**

Once John has been institutionalized for 30+ days, he will be considered a resource AU of 1. If his countable resources are still \$3,000, he may be over the resource limit at that time. John may want to consult a long-term care ombudsman, or a health or elder law attorney, about how best to handle the bank account so that he can maintain his Medicaid eligibility when he is re-evaluated.