

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
Cover Virginia Call Center (CVCC) and Central Processing Unit (CVCPU) www.coverva.org <i>Contractor: Maximus</i>	855-242-8282 Cover Virginia Call Center (8AM – 7PM M-F, 9AM-12PM Sat.) <i>Interpretation services available</i>	<i>Information and telephonic application for Virginia's Medical Assistance Programs; ordering free marketing materials from the state (via website only)</i>
Federal Health Insurance Marketplace http://www.HealthCare.gov	800-318-2596 Marketplace Call Center (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>
Enterprise Customer Service Center (ECSC) <i>Contractor: Young & Williams</i>	855-635-4370 Enterprise Customer Service Center (7AM – 6PM M-F) <i>Interpretation services available</i>	<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>
Virginia One Benefits Helpline	833-5CALLVA (833-522-5582)	<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>
Virginia Department of Aging and Rehabilitative Services https://www.vadars.org		
Office for Aging Services, Division of Community Living https://vda.virginia.gov/	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 & Assistance Program (VICAP)</i>
Office of the State Long-Term Care Ombudsman https://elderrightsva.org/	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>
Disability Determination Services https://www.virginiadds.org/ <i>Central District Office</i> 9960 Mayland Dr. Richmond, VA 23233 <i>Northern District Office,</i> 1150 Fairfax Blvd, Ste. 200 Fairfax, VA 22030-5066 <i>Tidewater District Office</i> 5850 Lake Herbert Dr., Ste. 200 Norfolk, VA 23502 <i>Southwest District Office</i> 612 S. Jefferson St., Ste. 300 Roanoke, VA 24011 <i>Extended Service Team District Office</i> 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.</i> <i>For program specific questions, contact the local regional office.</i>

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

- 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 Cardinal Care 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 (Enrollment HelpLines and Cover Virginia Call Center/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

- 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 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, which includes information on the Medicaid and FAMIS programs, a place to order outreach materials, and links to the CommonHelp and Healthcare.gov websites
- Answers inquiries from uninsured people regarding their options for healthcare affordability programs, including state-sponsored health insurance (the Medicaid and FAMIS programs)
- Answers inquiries regarding eligibility and covered benefits
- Provides translation services via telephone for recipients requiring information in a language other than English (includes Spanish-speaking staff on site)
- Takes application information over the telephone, including telephonic signatures
- Has a co-located Central Processing Unit (CVCPU) which processes most new applications received via phone* and those referred to Virginia from the 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.viriniamanagedcare.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 most nonelderly Medicaid members into managed care
- 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

- 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 in mid-2023.

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
- Provides information about enrollment in Medicaid managed care for most Virginians in the ABD covered groups that allows them to compare the plans and to select and enroll in their managed care plan

- 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 Better Health, Anthem Healthkeepers Plus, Molina Complete Care, Optima Health Family Care, UnitedHealthCare Community Plan, and Virginia Premier]

- Medicaid health plans for: members 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 Adult Medicaid Expansion enrollees with the designation of "Medically Complex"
- Issue welcome packets and ID Cards for enrolled members
- Answer questions for clients via their toll free phone numbers and websites
- Coordinate and monitor care to patients
- Provide case and disease management services and 24-hour nurse help lines and other extra added benefits
- Issue payments to providers
- Assist clients with resolution of health care issues
- Manage the appeals process for denied health care services

**Note: Virginia Medicaid has rebranded its health coverage programs "Cardinal Care." All managed care and fee-for-service members are now part of the Cardinal Care program and the CCC Plus terminology will be phased out.*

Virginia Department for Aging and Rehabilitative Services (DARS) 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
- 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.



Virginia DARS (continued)

- 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)
Accomack, VA 23301
Phone: 757/787-1530
FAX: 757/787-9303

Albemarle County DSS

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

Alexandria 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, 1st Fl.
Arlington, VA 22204
Phone: 703/228-1350
FAX: 703/228-1011

Augusta County- See Shenandoah Valley Social Services**Bath County DSS**

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

Bedford DSS

PO Box 1187 (Burks – Scott Building,
119 E. Main Street)
Bedford, VA 24523
Phone: 540/586-7750
FAX: 540/586-7781

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

Greensville/Emporia DSS

PO Box 1136 (1100 Greensville 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 County 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 (242 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: 804/769-4905
FAX: 804/769-4979

Lancaster DSS

PO Box 308 (9049 Mary Ball Road)
Lancaster, VA 22503
Phone: 804/462-5141
FAX: 804/462-0330

Lee County DSS

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

Lexington – See Rockbridge**Loudoun County Department of Family Services**

(102 Heritage Way, NE, Ste. 103)
PO Box 7400
Leesburg, VA 20177
Phone: 703/777-0353
FAX: 703/771-5214

Louisa County Department of Human Services

PO Box 425 (103 McDonald Street)
Louisa, VA 23093-0425
Phone: 540/967-1320
FAX: 540/967-0593

Lunenburg County DSS

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

Lynchburg Dept. of Human Services

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

Madison County DSS

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

Manassas City Department of Family Services

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

Manassas Park DSS

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

Martinsville – See Henry**Mathews DSS**

(Route 611, 536 Church Street)
PO Box 925
Mathews, VA 23109-0925
Phone: 804/725-7192
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: 703/792-7363/833-677-1482

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

Tazewell County DSS

PO Box 149 (253 Chamber Drive)
Tazewell, 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 15th Street, Ste. 100
Front Royal, VA 22630
Phone: 540/635-3430
FAX: 540/635-8451

Washington County DSS

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

Waynesboro – See Shenandoah Valley Social Services

Westmoreland DSS

PO Box 302 (18849 Kings Highway)
Montross, VA 22520
Phone: 804/493-3562
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

10365 Pinnacle Drive
Wise, VA 24293
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: 276/228-0705

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 –

Alex Ward
Phone: 757-323-0194
alexandria.n.ward@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
*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
*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
*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>BLUE RIDGE LEGAL SERVICES, INC. 204 North High Street [PO Box 551, 22803] Harrisonburg, VA 22802 <i>Cases: family, health, consumer, housing, bankruptcy, elder law, government benefits, domestic violence and all other "core priorities".</i></p> <p>303 S. Loudoun Street, Ste. D [PO Box 436, 22604] Winchester, VA 22601 <i>Cases: see above</i></p> <p>203 North Main Street Lexington, VA 24450 <i>Cases: see above</i></p> <p>132 Campbell Avenue, SW, Suite 300 Roanoke, VA 24011 <i>Cases: see above</i></p>	<p>www.brls.org 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>CENTRAL VIRGINIA LEGAL AID SOCIETY 101 West Broad Street, Ste. 101 Richmond, VA 23220</p> <p>229 N. Sycamore Street Petersburg, VA 23803</p> <p>103 East Water Street, Suites 201 & 202 Charlottesville, VA 22901 <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>www.cvlas.org 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>Virginia Farmworker Program providing advice to and representation of eligible migrant and seasonal farm workers (H-2A Agricultural Workers) statewide. 888-200-8479 clients</p>
<p>LEGAL AID SOCIETY EASTERN VIRGINIA Administrative & Intake Unit & Norfolk/Southside Office & Disability Rights & Expanded Access Unit 125 St. Paul's Boulevard, Suite 400 Norfolk, VA 23510 <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 Annex Office: 36314 Lankford Highway, Suite 4 Belle Haven, VA 23306</p> <p>Williamsburg Annex Office: 199 Armistead Avenue Williamsburg, VA 23185</p>	<p>www.lseva.org 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>LEGAL AID JUSTICE CENTER 1000 Preston Avenue, Suite A Charlottesville, VA 22903 <i>Cases: housing, consumer, employment, public benefits, and others.</i></p> <p>Richmond/Petersburg 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>Northern Virginia Office 6402 Arlington Boulevard, Suite 1130 Falls Church, VA 22042</p> <p><i>Immigrant Advocacy Program</i> – (see cases at right)</p> <ul style="list-style-type: none"> • Northern Virginia Office 	<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>LEGAL AID SOCIETY OF ROANOKE VALLEY 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>LEGAL SERVICES OF NORTHERN VIRGINIA Main Office/Public Benefits Unit/ The Law Center for Children 10700 Page Avenue, Ste. 100 Fairfax, VA 22030</p> <p><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>Arlington Office, 3401 Columbia Pike, Suite 301 Arlington, VA 22204</p> <p>Alexandria Office, 100 N. Pitt Street, Suite 307, Alexandria, VA 22314</p> <p>Route 1 Office, 8305 Richmond Highway, Suite 17B Alexandria, VA 22309</p> <p>Loudoun Office, 8A South Street SW, Ste. A Leesburg, VA 20175</p> <p>Prince William Branch, 9240 Center Street Manassas, VA 20110</p> <p>Fredericksburg Office, 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 & 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>

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

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

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

5.18 Area Agencies on Aging and LTC Ombudsmen

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

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

5.20 Area Agencies on Aging and LTC Ombudsmen

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
12	Southern Area Agency on Aging 204 Cleveland Avenue Martinsville, VA 24112-4228	Phone: 276-632-6442 Toll Free: 1-800-468-4571 Fax: 276-632-6252 Website: www.southernaaa.org/	Counties: Franklin, Henry, Patrick & Pittsylvania Cities: Martinsville & Danville	Ombudsmen: Amanda Joyce Emails: ajoyce@southernaaa.org
13	Lake Country Area Agency on Aging 1105 West Danville St South Hill, Virginia 23970-3501	Phone: 434-447-7661 Fax: 434-447-4074 Website: www.lcaaa.org/	Counties: Halifax, Mecklenburg, & Brunswick Cities: South Boston	Ombudsman Office in transition, contact: Office of the State Long-Term Care Ombudsman Phone: 804-565-1600 Toll Free: 800-552-5019
14	Piedmont Senior Resources Area Agency on Aging, Inc. 1413 South Main Street PO Box 398 Burkeville, Virginia 23922-0398	Phone: 434-767-5588 Toll Free: 800-995-6918 Fax: 434-767-2529 Website: www.psraaa.org/	Counties: Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, & Prince Edward	Ombudsman: Michelle Temple Email: mtemple@psraaa.org Fax: 434-264-6548
15	Senior Connections - The Capital Area Agency on Aging, Inc. 24 East Cary Street Richmond, VA 23219	Phone: 804-343-3000 Toll Free: 800-995-6918 Fax: 804-649-2258 Website: www.seniorconnections-va.org/	Counties: Charles City, Chesterfield, Hanover, Henrico, Goochland, New Kent & Powhatan Cities: Richmond	Ombudsmen: Laurie Hunter Katy Kirk Sarah Traylor Email: Lhunter@youraaa.org kkirk@youraaa.org straylor@youraaa.org Toll Free: 800-989-2286

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
16	Healthy Generations Area Agency on Aging <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: www.raaa16.org	Counties: Caroline, King George, Spotsylvania, & Stafford Cities: Fredericksburg	Ombudsman: Kim Merritt Email: kmerritt@healthygenerations.org
17/ 18	Bay Aging PO Box 610 Urbanna, VA 23175	Phone: 804-758-2386 Fax: 804-758-5773 Website: www.bayaging.org/	Counties: Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, & Westmoreland	Ombudsman: Lisa Walker Phone Extension: 1234 Email: lwalker@bayaging.org
19	Crater District Area Agency On Aging 23 Seyler Drive Petersburg, VA 23805	Phone: 804-732-7020 Fax: 804-732-7232 Website: www.cdaaa.org/	Counties: Dinwiddie, Greensville, Surry, Sussex, & Prince George Cities: Colonial Heights, Emporia, Hopewell, & Petersburg	Ombudsman: Wilhemnia Parker-Cunningham Email: wcunningham@cdaaa.org
20	Senior Services of Southeastern Virginia 2551 Eltham Avenue, Suite Q Norfolk, VA 23513	Phone: 757-461-9481 Fax: 757-461-1068 Website: www.ssseva.org/index.shtml	Counties: Southampton & Isle of Wight Cities: Franklin, Suffolk, Portsmouth, Chesapeake, Virginia Beach, & Norfolk	Ombudsman: Willie Alston Ann Gause Phone: 757-222-4542 Email: walston@ssseva.org agause@bayaging.org

5.22 Area Agencies on Aging and LTC Ombudsmen

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

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:** 1-800-552-5019

State Ombudsman: Joani Latimer
Email: joani.latimer@dars.virginia.gov

Medicaid Managed Care Advocate Manager: Linda Hamrick
Email: 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. All managed care and fee-for-service Medicaid members will be part of the 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 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 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. **Note: All managed care and fee-for-service members are now part of the Cardinal Care program (see entry above) and the CCC Plus terminology will be phased out.*

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 Cardinal Care 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. MCOs 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 their current health plan selections 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.

Medicaid Expansion for Adults (formerly referred to as "New Health Coverage for Adults") – A category of the Virginia Medicaid program for adults ages 19 to 64 with incomes at or below 138% of the federal poverty level that began in Virginia on January 1, 2019.

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 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.

Open Enrollment (Marketplace) – The time frame in which people can shop for private health insurance on the Health Insurance Marketplace. The dates are November 1 through January 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 Health Insurance 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, s/he usually has up to 60 days following the event to enroll in a plan. If the person misses that window, s/he 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

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

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; 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

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

Virginia Health Care Foundation: www.vhcf.org

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

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

ENROLL-Virginia!: www.enroll-virginia.com

Enroll Virginia's statewide toll-free phone system and website will help Virginians connect to a person who is able to provide one-on-one assistance with applying for health coverage via the Health Insurance Marketplace in their communities. The website is a collaborative project which also provides information about other navigators, certified application counselors, in person assisters, and trusted organizations that will help Virginians apply for health coverage.

ENROLL-Virginia!

Phone: (888) 392-5132

email: info@enroll-virginia.com

Health Insurance Outreach – National Information

The Center on Budget and Policy Priorities: www.cbpp.org

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

Center on Budget and Policy Priorities

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

Phone: (202) 408-1080

email: center@cbpp.org

The Centers for Medicaid and Medicare Services:

www.cms.gov and 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

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

The Kaiser Family Foundation (KFF): 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/. 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.
- For general information about Medicare, visit 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 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) or Renewal 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; read about your benefits; report changes; see if your case is due for renewal; and if you are, 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?

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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 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 (\$1,444 *from hospital stay plus \$1,900 in old bills*), they have \$10,220.05 remaining spenddown liability during the 6-month period.

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. Rhetta has no income. Besides their home, which is valued at \$250,000, John and Rhetta own \$3,000-worth of gold jewelry, a library 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 Examples

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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 + \$750). 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 his countable resources meet the limit (\$3,000), and his countable income (\$2,397) is below the limit of \$2,742.

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.