



Medicaid Renewals have Resumed!

“Unwinding” the COVID-19 Medicaid Continuous Coverage

The Virginia Department of Medical Assistance Services (DMAS) enacted certain flexibilities to maximize availability and use of Medicaid/FAMIS during the COVID-19 pandemic. Most significantly, the Medicaid “continuous coverage” flexibility made it so **most Medicaid members remained covered throughout the pandemic, without having to renew their eligibility each year.**

What has changed? When did it change?

In March 2023, DMAS began the yearlong process of redetermining eligibility for all 2.2 million Virginians covered by Medicaid/FAMIS. This is referred to as “unwinding” the continuous coverage. Thanks to automated eligibility systems, DMAS may be able to complete some Medicaid/FAMIS members’ renewal automatically (*called an ex parte renewal*), but others may need to provide more up-to-date information to ensure a successful renewal. Most ABD Medicaid members, including those enrolled in the Medicare Savings Programs (MSPs) and the 300% of SSI covered groups, will need to be prepared to provide information when their renewal is due.

What can Medicaid/FAMIS members, and those who serve them, do to prepare?

DMAS **needs your help** to ensure that Medicaid/FAMIS members’ contact information is up-to-date, so that they can receive mailed correspondence from the state about their Medicaid/FAMIS renewal at the appropriate time. You can help **now** by encouraging members who have moved since 2019 to **update their contact information (especially mailing address and phone number)** with DMAS.

If a Medicaid/FAMIS member has **moved or changed phone numbers since 2019**, s/he can report this important change:

- To his/her Medicaid/FAMIS **health plan**, aka Managed Care Organization (MCO)
- Online at **commonhelp.virginia.gov**,
- By calling the **local Department of Social Services**, or
- By calling **Virginia’s One Benefits line at 1-833-5CALLVA**.

Medicaid/FAMIS members should also **be on the lookout for official notices** from the Virginia Department of Medical Assistance Services, their local Department of Social Services, Cover Virginia, or their MCO. **They should review these notices and respond, if instructed, to help ensure their coverage can continue if they are still eligible.**

For more information about how to help a member find his/her renewal date, see the handout entitled, “When to Expect a Medicaid/FAMIS Member’s Renewal.”

For up-to-date information on Medicaid/FAMIS and DMAS’s plans for “unwinding” the continuous coverage, or to help a Medicaid/FAMIS member estimate when his/her renewal packet will arrive, go to coverva.dmas.virginia.gov/return-to-normal-enrollment/.