

Application Pathways for ABD Medicaid

Cover Virginia Call Center
1-855-242-8282



A great option for everyone, especially for applicants needing assistance in a language other than English.

CommonHelp
(commonhelp.virginia.gov)



A great option for applicants who have internet access and are comfortable using a computer. Or, for applicants completing an application with the help of an assister.

Local Department of Social Services (LDSS)



A great option for applicants who are more comfortable completing a paper application. An application can either be dropped off at LDSS, or mailed there.

VDSS Enterprise Call Center
1-855-635-4370



*A great option for applicants wanting to apply for multiple public benefit programs (e.g. SNAP, energy assistance). Note: If an applicant calls the Enterprise Customer Service Center and wants to apply **only** for Medicaid, s/he will be routed*

A Note on Long Term Services and Supports

Applicants applying when they enter a nursing home may have their application, along with a Long-Term Services and Supports (LTSS) Pre-Admission Screening, completed on their behalf by a hospital or other provider. For questions about LTSS, contact your local Long-Term Care Ombudsman office.

No matter how someone chooses to apply, they will need the following information at the ready:

- Full Name
- Date of Birth
- Social Security Numbers for all individuals applying for coverage
- Income and resource information





Tips and Tricks for Helping Someone Apply for ABD Medicaid

When Completing the Application

- When applying online or by phone:
 - **Write down the client's T-number.** *If the client gave you permission to follow up on their behalf, you can use the T-number to get case status information, including the name of the worker processing the case from the Cover Virginia Call Center about 2 weeks after the application was submitted.*
 - Write down and give to the client his/her username, password, and answers to security questions.
 - Write client's name and case number on each page of the verifications you submit.
- **Make sure you have the client's permission to follow up on the application.** Complete the appropriate part of Appendix C (*if applying by paper*), have the client tell the Customer Service Representative (*if applying by phone*), or type in the appropriate place (*if applying online*). *Tip: On CommonHelp, write your contact information and that the person has given permission for you to follow up on the application in the notes field.*
- Advise the client to **check the box** giving DSS consent to verify information electronically for up to 5 years. This makes it possible for the DSS to attempt to renew *ex parte* (*without enrollee action*). *NOTE: Just checking the box does not mean the LDSS can always find information electronically and a paper renewal will be sent. In fact, most ABD renewals, with the exception of an SSI recipient with no resources, cannot be done ex parte. Most ABD recipients will need to complete a renewal form.*

After Submitting the Application

- Tell your client to **OPEN MAIL** from any of the following: **Cover Virginia, the Virginia Department of Medical Assistance Services (DMAS), the Local Department of Social Services (LDSS), and his/her Managed Care Organization (MCO).** *Tip: give them a copy of the MCO comparison chart so they can see the extra "added benefits" the MCOs offer. Many offer coverage or discounts towards the purchase of eyeglasses and/or contacts, among other things.*
- Invite the client to start thinking about any providers s/he wishes to see. Help him/her figure out if those providers participate with a Virginia Medicaid MCO. *Tip: If a client knows which MCO they want before they apply, they can select it during the online or phone application.*
- **Help the client "link" their case in CommonHelp,** using his/her Case ID Number from the *Notice of Action*. This will make it easier for him/her to report changes, or to complete his/her renewal online. **Remind the client to report changes within 10 days, especially a change of address.**