

# Other Helpful Information

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

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# Useful Contact Information

Area	Phone Number & E-mail	Question Types
<b>Cover Virginia Call Center (CVCC) and Central Processing Unit (CVCPU)</b> <a href="https://coverva.dmas.virginia.gov/">https://coverva.dmas.virginia.gov/</a> Contractor: Maximus	<b>855-242-8282</b> <b>Cover Virginia Call Center</b> (8AM – 7PM M-F, 9AM-12PM Sat.) Interpretation services available	<i>Information and telephonic application for Virginia's Medical Assistance Programs; Managed Care enrollment for FAMIS enrollees; ordering free marketing materials from the state (via website only)</i>
<b>Virginia's Insurance Marketplace (VIM)</b> <a href="https://www.marketplace.virginia.gov/">https://www.marketplace.virginia.gov/</a>	<b>888-687-1501</b> <b>Marketplace Customer Service</b> (8AM – 5PM M-F) Interpretation services available	<i>Questions about the VIM, Qualified Health Plans, where to find in-person assistance in your area. Online application for premium tax credits, cost sharing subsidies towards the purchase of private insurance, and Medicaid.</i>
<b>Enterprise Customer Service Center (ECSC)</b> Contractor: Young & Williams	<b>855-635-4370</b> <b>Enterprise Customer Service Center</b> (7AM – 6PM M-F) Interpretation services available	<i>Information/telephonic application for VA's Social Services Programs – SNAP, TANF, Energy Assistance and Medical Assistance (in conjunction with other benefits). Responds to inquiries related to benefits customers are currently receiving or wish to apply for.</i>
<b>Virginia One Benefits Helpline</b>	<b>833-5CALLVA (833-522-5582)</b>	<i>Toll free line to route callers to the appropriate DMAS or DSS call center (Cover Virginia Call Center, Enterprise Customer Service Center or Medicaid Member Helpline) based on their questions or needs.</i>
<b>Virginia Department of Medical Assistance Services</b> <a href="http://www.dmas.virginia.gov">http://www.dmas.virginia.gov</a>		
<b>Natalie Pennywell, Outreach and Community Engagement Manager</b>	804-786-0166 <a href="mailto:Natalie.pennywell@dmas.virginia.gov">Natalie.pennywell@dmas.virginia.gov</a>	<i>Policy, Regulation &amp; Member Engagement Division. General help, outreach information, statewide initiatives.</i>
<b>Appeals Division</b> <a href="https://www.dmas.virginia.gov/#/appealsresources">https://www.dmas.virginia.gov/#/appealsresources</a>	804-371-8488/804-452-5454 fax <a href="mailto:appeals@dmas.virginia.gov">appeals@dmas.virginia.gov</a>	<i>Information on Client Medicaid/FAMIS appeals and provider Medicaid appeals. Access to online appeals portal.</i>
<b>DMAS Member Help Line</b> <a href="http://www.dmas.virginia.gov/provider_search.asp">http://www.dmas.virginia.gov/provider_search.asp</a>	804-786-6145	<i>Claims issues and complex covered services issues for Fee-For-Service recipients, help finding a provider</i>
<b>EPSDT</b> <a href="https://www.dmas.virginia.gov/for-providers/maternal-and-child-health/early-and-periodic-screening-diagnostic-and-treatment-epsdt/">https://www.dmas.virginia.gov/for-providers/maternal-and-child-health/early-and-periodic-screening-diagnostic-and-treatment-epsdt/</a>	<a href="mailto:epsdt@dmas.virginia.gov">epsdt@dmas.virginia.gov</a>	<i>Early Periodic Screening Diagnosis and Treatment Program (EPSDT) is geared to the early assessment of children's health care needs through periodic screenings.</i>
<b>FAMIS Select</b> <a href="https://coverva.dmas.virginia.gov/learn/premium-assistance/famis-select">https://coverva.dmas.virginia.gov/learn/premium-assistance/famis-select</a>	800-432-5924	<i>Any questions re: FAMIS Select and to apply for the program (child must be enrolled in FAMIS first)</i>
<b>Health Insurance Premium Program (HIPP)</b> <a href="https://www.dmas.virginia.gov/for-members/other-programs-and-guidelines/premium-assistance/health-insurance-premium-program/">https://www.dmas.virginia.gov/for-members/other-programs-and-guidelines/premium-assistance/health-insurance-premium-program/</a>	800-432-5924/804-225-4236 804-452-5447 fax <a href="mailto:HIPPcustomerservice@dmas.virginia.gov">HIPPcustomerservice@dmas.virginia.gov</a>	<i>Any questions re: HIPP and HIPP for Kids and to apply for the program. Access the HIP Online application portal.</i>
<b>Cardinal Care</b> <a href="https://www.dmas.virginia.gov/for-members/cardinal-care/">https://www.dmas.virginia.gov/for-members/cardinal-care/</a>		<i>Overview of the Virginia's Medicaid program. FAQs, copies of ID cards, and other information.</i>

Area	Phone Number & E-mail	Question Types
<b>Virginia Department of Social Services</b> <a href="http://www.dss.virginia.gov">http://www.dss.virginia.gov</a>		
Regional Medical Assistance Program Consultants	<i>See end of Local DSS listing in this Section</i>	<i>Policy issues, clarification on policy, issues with local DSS offices</i>
<b>Managed Care Organizations (MCOs)</b>		
<b>Enrollment Help Line</b> (for Medicaid/FAMIS Plus recipients only) Contractor: Maximus	800-643-2273 (8:30AM – 6PM M-F) <a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a>	<i>Choosing/changing Medicaid &amp; FAMIS Plus MCOs, verifying enrollment, regional open enrollment dates. Can speak with members in other languages</i>
<b>Aetna Better Health</b> <a href="https://www.aetnabetterhealth.com/virginia/index.html">https://www.aetnabetterhealth.com/virginia/index.html</a>	800-279-1878	<i>Billing, PCP's, providers, prescription formularies, additional benefits</i>
<b>Anthem Healthkeepers Plus</b> <a href="https://mss.anthem.com/va/virginia-home.html">https://mss.anthem.com/va/virginia-home.html</a>	800-901-0020	<i>Billing, PCP's, providers, prescription formularies, additional benefits</i>
<b>Molina Healthcare</b> <a href="https://www.molinahealthcare.com/">https://www.molinahealthcare.com/</a>	800-424-4518	<i>Billing, PCP's, providers, prescription formularies, additional benefits</i>
<b>Sentara Community Plan</b> <a href="https://www.sentarahealthplans.com/members/medicaid">https://www.sentarahealthplans.com/members/medicaid</a>	800-881-2166 Northern VA Kaiser Permanente members: 855-249-5025	<i>Billing, PCP's, providers, prescription formularies, additional benefits</i>
<b>UnitedHealthCare Community Plan</b> <a href="https://www.uhc.com/communityplan/virginia">https://www.uhc.com/communityplan/virginia</a>	844-752-9434	<i>Billing, PCP's, providers, prescription formularies, additional benefits</i>
<b>Cardinal Care Smiles</b> (fka Smiles For Children) (FAMIS/Medicaid Dental Program) Contractor: DentaQuest  VA CCS Outreach Coordinators: Altise Street Tim Whited	888-912-3456 (8AM -6PM, M-F) <a href="https://www.dentaquest.com/">https://www.dentaquest.com/</a>  804-201-5439 <a href="mailto:Altise.street@greatdentalplans.com">Altise.street@greatdentalplans.com</a> 276-971-2017 <a href="mailto:tim.whited@greatdentalplans.com">tim.whited@greatdentalplans.com</a>	<i>All client questions concerning dental coverage, help finding a dentist and making and appointment, etc.</i>  <i>Difficulty finding a provider, trainings on SFC, help for people with special dental care needs.</i>
<b>Other Resources</b>		
Virginia Health Care Foundation – <b>Project Connect</b> (Application Assistance) and <b>SignUpNow</b> (Training & Technical Assistance)  <a href="http://www.signupnowva.org">www.signupnowva.org</a>	<b>804-828-6062</b> <a href="mailto:SignUpNow@vhcf.org">SignUpNow@vhcf.org</a>	<i>Reporting of issues with systems, policies or procedures related to enrollment of children, pregnant individuals, and others in the Medicaid &amp; FAMIS programs.</i>  <i>Training ( virtual and online on-demand), issue clarification, and general help. Publishes Tool Kits and online, quarterly enewsletter "SignUpNow Outreach."</i>
ENROLL Virginia! <a href="http://www.enrollva.org">www.enrollva.org</a> <a href="https://www.facebook.com/enrollva">www.facebook.com/enrollva</a>	888-392-5132 <a href="mailto:info@enroll-virginia.com">info@enroll-virginia.com</a>	<i>Call number to be connected to a health insurance Navigator closest to you. Website includes map of Navigators and other organizations that assist with the Virginia Insurance Marketplace.</i>

# The Players & Their Roles

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

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

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

- Ensures compliance with all state and federal laws and regulations
- Writes procedures and policies for all state sponsored health insurance programs (health care affordability programs, including the FAMIS programs and Medicaid)
- Issues 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 and FAMIS programs
- Processes FAMIS Select applications and manages the program
- Markets and performs outreach for the state sponsored health insurance programs
- Monitors contracts with Maximus (Enrollment HelpLine, Cover Virginia Call Center and Central Processing Unit), DentaQuest (Smiles For Children), Managed Care Organizations, etc.
- Issues payments to providers and contractors
- Provides trainings and technical assistance to providers and LDSS offices
- Hosts the Cover Virginia website (<https://coverva.dmas.virginia.gov/>) which includes information on the Medicaid and FAMIS programs, a place to order outreach materials, and links to the CommonHelp and Virginia Insurance Marketplace websites

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

- Provides program oversight, consultation, monitoring, analysis of performance, technical assistance, and/or training on policy and procedures via five regional specialists
- Disseminates Medicaid and FAMIS policy information to local Departments of Social Services and others
- Updates and maintains the VaCMS eligibility system.
- Manages the CommonHelp website [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) and online application process
- Monitors the contract with Young & Williams for the Enterprise Customer Service Center
- Mails annual program renewal letters

## **Local Department of Social Services (LDSS) - 120 across the Commonwealth**

- Answers inquiries regarding state-sponsored health insurance for children; pregnant women; parents/caretaker relatives; former foster care youth; the aged, blind and disabled; those in long term care; and the medically needy
- Processes eligibility for FAMIS Plus, Medicaid for Pregnant Women, FAMIS, FAMIS MOMS, FAMIS Prenatal Coverage, LIFC, FFC, Plan First, and other categories of Medicaid (including the MedEx for Adults) 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
- Enrolls approved applicants into the VaMMIS System
- 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)
- 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)
- Checks and provides information on the status of a caller's application for coverage
- Processes requests for replacement of DMAS/Cardinal Care ID cards
- Assists FAMIS/FAMIS MOMS/FAMIS Prenatal Coverage participants with Fee-for-Service questions and with finding a provider, if needed

- Processes Managed Care Organization enrollment/change requests for FAMIS/FAMIS MOMS/FAMIS Prenatal Coverage participants only
- Records information from callers regarding change of information (address, income) for Medicaid, FAMIS, and Plan First 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.
- Has 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

### **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 1-800-468-8894.

### **Virginia's Insurance Marketplace (VIM)**

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

- Customer service available via telephone at (888) 687-1501 (TTY 711) Monday - Friday from 8AM to 5PM
- Open enrollment is between November 1st and January 15th annually.
- For Virginians losing Medicaid coverage between March 31, 2023 and July 31, 2024, there is a Special Enrollment Period to apply for health insurance.
- 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.
- May be able to assess or determine eligibility for Medicaid/FAMIS.

### **Cardinal Care Managed Care Organizations (MCOs)**

[Private Contractors\*: Aetna, Anthem, Molina, Sentara, and UnitedHealthCare]

- Issue MCO welcome packets and ID Cards for Medicaid, FAMIS Plus, FAMIS, FAMIS MOMS, FAMIS Prenatal Care, Medicaid for Pregnant Women, LIFC, FFC, and MedEx Coverage for Adult recipients
- Answer questions for clients via their toll free phone numbers and websites
- Coordinate and monitors care to patients
- Provide case and disease management services and 24-hour nurse help lines and other extra added benefits
- Issues payments to providers
- Assists clients with resolution of health care issues and updating contact information
- Manage the appeals process for denied health care services

*\*Note: Some changes will be coming when the new Medicaid MCO contract is adopted later this year.*

### **Cardinal Care Smiles\*\*** [Private Contractor: DentaQuest]

[www.dentaquest.com](http://www.dentaquest.com)

- Member services: Monday - Friday, 8AM to 6PM – (888) 912-3456 (TTY (800) 466-7566)
- Provides dental services for children and adults enrolled in the FAMIS and Medicaid programs 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

*\*\* formerly known as Smiles For Children*



## **Enrollment Help Line** [Private Contractor: Maximus]

[www.virginiamanagedcare.com](http://www.virginiamanagedcare.com)

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



# 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 5<sup>th</sup> Street, Ste. A  
Charlottesville, VA 22902  
Phone: 434-972-4011  
FAX: 434-972-4080

**Alexandria Department of Community and Human Services**

4850 Mark Center Drive  
Alexandria, VA 22311  
Phone: 703-746-5700  
FAX: 703-746-5974

**Alleghany-Covington DSS**

110 Rosedale Avenue, Ste. B  
Covington, VA 24426  
Phone: 540-444-7100  
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 2nd Street)  
Amherst, VA 24521  
Phone: 434-946-9330  
FAX: 434-946-9319

**Appomattox DSS**

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

**Arlington County DSS**

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

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

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

**Bedford DSS**

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

**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 (10900 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**

1280 Browning Hollow  
Clintwood, VA 24228  
Phone: 276-926-1661  
FAX: 276-926-8144

**Dinwiddie DSS**

(14010 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**

120 East Court Street  
Rocky Mount, VA 24151  
Phone: 540-483-9247  
FAX: 540-483-1933

**Frederick County DSS**

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

**Fredericksburg DSS**

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

**Galax City DSS**

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

**Giles County DSS**

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

**Gloucester DSS**

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

**Goochland DSS**

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

**Grayson County DSS**

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

**Greene County DSS**

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

**Greenville/Emporia DSS**

PO Box 1136 (1100 Greenville County Cir)  
Emporia, VA 23847  
Phone: 434-634-7400  
FAX: 434-634-4986

**Halifax County DSS**

PO Box 1189 (1030 Cowford Road)  
Halifax, VA 24558  
Phone: 434-476-6576  
FAX: 434-476-5258

**Hampton DSS**

400Butler Farm Road, Ste. 200  
Hampton, VA 23666  
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 (114 Industrial Drive)  
Louisa, VA 23093-0425  
Phone: 540-967-1320  
FAX: 540-967-0593

**Lunenburg County DSS**

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

**Lynchburg Dept. of Human Services**

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

**Madison County DSS**

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

**Manassas City Department of Family Services**

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

**Manassas Park DSS**

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

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

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

**Mecklenburg County DSS**

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

**Middlesex County DSS**

(2893 General Puller Highway)  
PO Box 216  
Urbanna, VA 23175  
Phone: 804-758-2348  
FAX: 804-758-2357

**Montgomery County DSS**

210 S. Pepper Street, Ste. B  
Christiansburg, VA 24073  
Phone: 540-382-6990  
FAX: 540-382-6945

**Nelson County DSS**

PO Box 357 (203 Front Street)  
Lovingson, 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 Department 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: 276-679-0607

**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: 540-672-6166  
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 HG 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**

Sudley North Government Center  
7987 Ashton Avenue, Ste. 200  
Manassas, VA 20109  
Phone: 703-792-7500  
FAX: 703-792-7363 or  
833-677-1482

**Second Site:**

Dr. AJ Ferlazzo Building  
15941 Donald Custis Dr., Ste. 180  
Woodbridge, VA 22191

**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

**Second Site:**

Southside Community Services Ctr.  
4100 Hull Street  
Richmond, VA 23224-1745

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

**Washington County DSS**

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

**Waynesboro – See Shenandoah Valley Social Services****Westmoreland DSS**

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

**Williamsburg Human Services**

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

**Winchester DSS**

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

**Wise County DSS**

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 –**

Melissa Gibson  
Phone: 276-613-5472  
[Melissa.d.gibson@dss.virginia.gov](mailto:Melissa.d.gibson@dss.virginia.gov)  
*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](mailto: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](mailto:Donald.mcbride@dss.virginia.gov)  
*Cities of Alexandria, Fairfax, Falls Church, Fredericksburg, Harrisonburg, Manassas, Manassas Park, Winchester; Counties of Arlington, Clarke, Culpeper, Fairfax, Fauquier, Frederick, Greene, King George, Loudoun, Louisa, Madison, Orange, Page, Prince William, Rappahannock, Rockingham, Shenandoah, Spotsylvania, Stafford, Warren.*

**Piedmont Regional Office –**

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

**Central Regional Office –**

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

# VIRGINIA LEGAL SERVICES PROGRAMS

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

PROGRAMS and ADDRESSES	PHONE/Fax/Web	AREAS SERVED
<p><b>BLUE RIDGE LEGAL SERVICES, INC.</b>  204 North High Street [PO Box 551, 22803]  Harrisonburg, VA 22802  <i>Cases: family, health, consumer, housing, bankruptcy, elder law, government benefits, domestic violence and all other "core priorities".</i></p> <p>303 S. Loudoun Street, Ste. D [PO Box 436, 22604]  Winchester, VA 22601  <i>Cases: see above</i></p> <p>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><b>CENTRAL VIRGINIA LEGAL AID SOCIETY</b>  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 &amp; 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><b>Virginia Farmworker Program</b> providing advice to and representation of eligible migrant and seasonal farm workers (H-2A Agricultural Workers) statewide.  888-200-8479 clients</p>
<p><b>LEGAL AID SOCIETY EASTERN VIRGINIA</b>  <b>Administrative &amp; Intake Unit &amp; Norfolk/Southside Office &amp; Disability Rights &amp; Expanded Access Unit</b>  125 St. Paul's Boulevard, Suite 400  Norfolk, VA 23510  <i>Cases: domestic relations, employment, housing, government benefits, landlord/tenant, consumer/commercial.</i></p> <p>Peninsula Office:  30 W. Queens Way  Hampton, VA 23669</p> <p>Eastern Shore 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><b>LEGAL AID JUSTICE CENTER</b>  1000 Preston Avenue, Suite A  Charlottesville, VA 22903  <i>Cases: housing, consumer, employment, public benefits, and others.</i></p> <p><b>Richmond/Petersburg</b>  Richmond  626 East Broad Street, Suite 200  Richmond, VA 23219  <i>Cases: (same as above)</i></p> <p>Petersburg  237 North Sycamore Street, Suite A  Petersburg, VA 23803  <i>Cases: (same as above)</i></p> <p><b>Northern Virginia Office</b>  6402 Arlington Boulevard, Suite 1130  Falls Church, VA 22042</p> <p><b><i>Immigrant Advocacy Program</i></b> – (see cases at right)</p> <ul style="list-style-type: none"> <li>• <b>Northern Virginia Office</b></li> </ul>	<p>www.justice4all.org  434-977-0553  fax: 434-977-0558</p> <p>804-643-1086  fax: 804-643-2059</p> <p>804-862-2205  fax: 804-643-2059</p> <p>703-778-3450  fax: 703-778-3454</p> <p>703-778-3450</p>	<p><i>City of Charlottesville; Counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson.</i></p> <p><i>Cities of Richmond, Petersburg, Hopewell and Colonial Heights; Counties of Charles City, Chesterfield, Dinwiddie, Goochland, Hanover, Henrico, New Kent, Powhatan, Prince George, and Surry</i></p> <p><i>Cities of Alexandria, Fairfax, Falls Church, and Herndon; Counties of Arlington, Fairfax, Loudoun, Prince William and Stafford</i></p> <p><i>State of Virginia - Handles employment and other cases related to individual status as an immigrant worker, with a focus on migrant farm workers and day laborers; immigration relief/deportation defense for minors; civil rights case on behalf of immigrants; general civil legal aid (housing, consumer, employment) on behalf of clients not eligible for LSC-funded legal services due to immigration status.</i></p>
<p><b>LEGAL AID SOCIETY OF ROANOKE VALLEY</b>  132 Campbell Avenue, SW, Suite 200  Roanoke, VA 24011-1206  <i>Cases: family, domestic violence, consumer/finance, income maintenance, housing, employment, health, juvenile, public benefits, and other civil cases.</i></p>	<p>http://lasrv.org  540-344-2080  fax: 540-342-3064</p>	<p><i>Cities of Bedford, Roanoke and Salem; Counties of Bedford, Botetourt, Craig, Franklin, and Roanoke.</i></p>
<p><b>LEGAL SERVICES OF NORTHERN VIRGINIA</b>  <b>Main Office/Public Benefits Unit/  The Law Center for Children</b>  10700 Page Avenue, Ste. 100  Fairfax, VA 22030</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><b>Arlington Office</b>, 3401 Columbia Pike, Suite 301  Arlington, VA 22204</p> <p><b>Alexandria Office</b>, 100 N. Pitt Street, Suite 307,  Alexandria, VA 22314</p> <p><b>Route 1 Office</b>, 8305 Richmond Highway, Suite 17B  Alexandria, VA 22309</p> <p><b>Loudoun Office</b>, 8A South Street SW, Ste. A  Leesburg, VA 20175</p> <p><b>Prince William Branch</b>, 9240 Center Street  Manassas, VA 20110</p> <p><b>Fredericksburg Office</b>, 500 Lafayette Boulevard, Suite 140,  Fredericksburg, VA 22401</p>	<p>www.lsnv.org  703-778-6800  866-534-5243 clients  fax: 703-273-6476</p> <p>703-532-3733  fax: 703-685-1011</p> <p>703-684-5566  fax: 703-519-3838</p> <p>571-482-2649  fax: 703-778-3455</p> <p>571-482-2688  fax: 703-771-7066</p> <p>571-482-2680  fax: 703-368-5416</p> <p>540-374-9101  fax: 540-374-9169</p>	<p><i>Cities of Alexandria, Fairfax, Falls Church; Counties of Arlington, Fairfax, Loudoun and Prince William</i></p> <p><i>LSNV also provides limited legal services (including advice, counsel, and referrals) to individuals residing in the following Virginia counties: Caroline, Culpeper, Essex, Fauquier, King &amp; Queen, King George, King William, Lancaster, Madison, Northumberland, Orange, Rappahannock, Richmond County, and Westmoreland.</i></p> <p><i>City of Falls Church and the County of Arlington.</i></p> <p><i>City of Alexandria.</i></p> <p><i>Fairfax County</i></p> <p><i>Loudoun County</i></p> <p><i>Prince William County</i></p> <p><i>Caroline, Fredericksburg, Spotsylvania, Stafford</i></p>

<b>Legal Aid Works®</b> <i>(formerly known as RAPPAHANNOCK LEGAL SERVICES, Inc.)</i> 500 Lafayette Boulevard, Ste. 100 Fredericksburg, VA 22401  <b>Culpeper Office</b> , 1200 Sunset Lane, Suite 2122, Culpeper, VA 22701  <b>Tappahannock Office</b> , 311 Virginia Street [PO Box 1662] Tappahannock, VA 22560 (SS and SSI Benefits)  <i>Cases: housing, family, public benefits, health, consumer and unemployment.</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>
<b>SOUTHWEST VIRGINIA LEGAL AID SOCIETY</b> <b>Administrative Office/Marion Field Office</b> 227 West Cherry Street Marion, VA 24354  <b>Castlewood Field Office/Centralized Intake Unit</b> 16932 West Hills Drive [PO BOX 670] Castlewood, VA 24224  <b>Christiansburg Field Office</b> , 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>
<b>VIRGINIA LEGAL AID SOCIETY, INC.</b> <b>Administrative Office</b> , 513 Church Street, Lynchburg, VA 24504 [PO BOX 6200, 24505]  <b>Danville Office</b> , 519 Main Street Danville, VA 24541  <b>Farmville Office</b> , 217 East Third Street, Farmville, VA 23901  <b>Lynchburg Office</b> , 513 Church Street [PO BOX 6200, 24505], Lynchburg, VA 24504  <b>Martinsville Office (Grace Network – Appointments)</b> , 16 Liberty Street, Martinsville, VA 24112 (Physical) 4 Liberty Street, Martinsville, VA 24112 (Mailing)  <b>Suffolk Office</b> , 5480 Pruden Boulevard, Suffolk, VA 23434 [PO BOX 3356, 23439-3356]  <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>
<b>Legal Services Corporation of Virginia</b> 919 East Main Street, Suite 615 Richmond, VA 23219	www.lscv.org 804-782-9438 fax: 804-648-3917	<i>State of Virginia</i>
<b>VIRGINIA POVERTY LAW CENTER</b> 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.
<b>Legal Aid Help Line 866-534-5243 (866-LEGL-AID)</b>		

# GLOSSARY OF TERMS

*(Sources: the FAMIS and Medicaid Handbooks, the Medallion 4.0 contract, Healthcare.gov, and the 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** – A single system of care for all Medicaid/FAMIS members. It connects members to the care that they need when they need it and reduces transitions between programs as their health care needs evolve. All managed care and fee-for-service Medicaid members are part of the program.

**Cardinal Care Smiles** – Virginia’s dental program for children up to age 21, pregnant individuals, and adults enrolled in Medicaid and the FAMIS programs. It is administered by DentaQuest. It was formerly called Smiles For Children.

**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.

**Certified Application Counselor** – Volunteer trained by the government and authorized by an applicant to assist with state-sponsored health insurance and Health Insurance Marketplace applications.

**CHIP** – The state Children’s Health Insurance Program was created by Congress as part of the Balanced Budget Act of 1997. States were given broad discretion to design CHIP programs to provide health insurance coverage for uninsured children in low to moderate-income families with incomes above the Medicaid/FAMIS Plus limit. Enacted as Title XXI of the Social Security Act, CHIP is also a partnership between the federal and state government, but a higher proportion of the cost is paid by federal tax dollars. CHIP in Virginia pays for FAMIS, FAMIS MOMS, and FAMIS Prenatal Coverage.

**Coinsurance** – The portion of Medicare, Medicaid, or other insurance, allowed charges for which the patient is responsible.

**CommonHelp** – CommonHelp at [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov) is the website where individuals and families can apply for Medicaid, FAMIS and social services benefits. It is provided through the Virginia Department of Social Services.

**Cost Sharing Reduction/Subsidy (CSR)** – A discount that lowers the amount a person has to pay for deductibles, copayments, and coinsurance. In the Health Insurance Marketplace, cost-sharing reductions are often called “extra savings.” If a person qualifies, he/she must enroll in the “Silver” category

of plan on the Marketplace to get the extra savings. This person would also have a lower out-of-pocket maximum, the total amount he/she'd have to pay for covered medical services per year. When the person reaches the out-of-pocket maximum, the insurance plan then covers 100% of all covered services.

**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.dmas.virginia.gov** – The Cover Virginia website providing information about FAMIS, Medicaid, Plan First and other state and federal health insurance options. It 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. Through the website you can order printed materials including program brochures, posters, and applications.

**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** – The worker at the local Department of Social Services who reviews FAMIS or Medicaid cases to determine if applicants are eligible. This is the person an enrollee would contact regarding changes, such as address or income, or problems, such as not receiving a Cardinal Care ID card.

**EPSDT** – The Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program is a program of preventive health care and well child examinations with tests and immunizations for children and teens from birth up to age 21. Medically necessary services needed to correct or improve defects and physical or mental illnesses (discovered during a screening examination) may be covered as a part of the EPSDT program even if they are not covered under the State's Medicaid benefit plan.

**FAMIS** – Family Access to Medical Insurance Security (FAMIS, pronounced like "famous") is Virginia's Children's Health Insurance Program (CHIP). It is a comprehensive health insurance program for uninsured children from birth through age 18 with income between 149% and 205% of the federal poverty level. FAMIS is administered by DMAS and is funded by the state and federal government. FAMIS has higher income limits than Medicaid and began in 1998.

**FAMIS MOMS** – Is a health insurance program for pregnant women with income eligibility the same as FAMIS and began in 2005. It covers

the pregnant individual for the duration of the pregnancy and 12 months postpartum.

**FAMIS Plus** – Is the Medicaid program for children from birth through age 18 in families with incomes at or below 148% of the federal poverty level.

**FAMIS Prenatal Coverage** – Is a health insurance program for non-citizen pregnant individuals with income eligibility the same as FAMIS and FAMIS MOMS that began on July 1, 2021. It covers the pregnant individual for the duration of the pregnancy and 60 days postpartum.

**FAMIS Select** – Gives families of FAMIS-enrolled children the opportunity to choose between coverage under FAMIS and coverage through a private or employer-sponsored health plan. Children enrolled in FAMIS Select access health insurance through their employer-sponsored health plan/private plan and will present the identification card of that plan for payment. Children enrolled in FAMIS Select do not have access to direct FAMIS coverage except if needed to cover childhood immunizations.

**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. Full-benefit Medicaid and FAMIS enrollees access services through Fee-for-Service Medicaid providers for the first 15-30 days they are enrolled in coverage.

**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

**Local Department of Social Services (LDSS)** – the city or county DSS office is responsible for the management of FAMIS/Medicaid cases. A complete listing of these offices is in this section of the Tool Kit.

**Low Income Families with Children (LIFC)** – LIFC is the category of Medicaid for very low income parents or a caretaker relative. Locality of residence factors into eligibility determination.

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

**Managed Care Organization (MCO)** – is a health plan contracted to provide medical services and coordinate health care services through a network of providers. They contract with DMAS to provide, arrange for, deliver, pay for, or reimburse any of the costs of health care services for FAMIS and Medicaid enrollees.

**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 (MedEx)** – A category of the Virginia Medicaid program for adults with incomes at or below 138% of the federal poverty level. Enrollment began in Virginia on January 1, 2019, the program was initially called “New Health Coverage for Adults”.

**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 individuals, children under the age of 18, foster care and adoption assistance, and those in ICF/IIDs up to age 21, ABD up to age 21. Parents and caretaker relatives do not qualify under medically needy. 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/funds this program.

**MES (Medicaid Enterprise System)** – 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.

**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 Virginia Insurance Marketplace (VIM), 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. Navigators are positions funded by the VIM.



**Open Enrollment (Marketplace)** – The time frame in which people can shop for private health insurance on the Virginia Insurance Marketplace. The dates are November 1 to January 15 annually.

**Open Enrollment (Medicaid Managed Care)** – The time frame in which Medicaid/FAMIS Plus members are allowed to change from one MCO to another, without cause, at least once every 12 months. Open enrollment depends upon the region where the person lives in Virginia and is done regionally. Within sixty (60) days prior to the region's open enrollment effective date, DMAS will inform the member of the opportunity to remain with the current health plan or change to another health plan without cause. Those members who do not choose a new MCO within sixty (60) days of the open enrollment period shall remain in his or her current health plan selection until their next open enrollment effective date.

**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.

**Plan First** – The Medicaid fee-for-service family planning program. The purpose of this program is to reduce unplanned pregnancies, increase spacing between births, reduce infant mortality rates, and reduce the rates of abortions due to unintended pregnancies. Men and women not eligible for full benefit Medicaid or FAMIS/FAMIS MOMS, who have incomes between 139% and 205% of the federal poverty level and meet citizenship and identity requirements may be eligible for Plan First.

**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, s/he 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 s/he 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 s/he 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 (children's doctor), OB/GYN (women's doctor), 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.

**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.

**Smiles For Children** – See Cardinal Care Smiles.

**Special Enrollment Period (SEP)** – A time outside the yearly Open Enrollment Period when people can sign up for health insurance on the Marketplace. People qualify for these by having a certain life event, including losing health coverage, moving, getting married, or having or adopting a child. If the person qualifies for a SEP, 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.

**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.

**Virginia Insurance Marketplace (VIM 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. Virginia began operating its own state-based exchange in plan year 2024.



# 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>.

The easiest way for parents to apply for a number for their newborn is to do it in the hospital at the time of the baby's birth. When the parents give information for the baby's birth certificate, they will be asked whether they want to apply for a Social Security number for their child. They will be asked for both parents' Social Security numbers. Even if they don't have the information handy, they can apply this way.

After that, they could wait and apply for the child's number at the Social Security office. They will need to complete the application for a Social Security card (link above) and show original documents proving the child's US citizenship, age and identity. The parents will also need to show documentation proving their identities and their relationship to the child.

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.

*Note: 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.*

# Helpful Sources of Information on the Internet

## ***Virginia's Program Information***

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

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

Under "Applicants" you can find information on how to apply and "Eligibility Guidance" including the full, searchable Medicaid Eligibility Manual. There are sections for members and providers and information about Appeals, including access to the Appeals Portal. The "Data" section contains eligibility performance and enrollment reports, and other performance/financial information.

### **CoverVirginia website: <https://coverva.dmas.virginia.gov/>**

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. It has Frequently Asked Questions about the Affordable Care Act and a glossary of terms. It lists the health Plans providing FAMIS services. If you click on "Apply for Coverage" it gives you information, the Call Center phone number, links to CommonHelp and [Healthcare.gov](http://Healthcare.gov), and links to people who can assist you in applying - "Application Assisters." Under its "Am I Eligible?" button it has 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 families to apply, it is downloadable materials - the Application, handbooks, forms, etc., and a way to order multiple copies of things on line (Click on "Partners," then click on "Materials"). The website is available in many languages.

## ***Outreach in Virginia***

### **SignUpNow: [www.signupnowva.org](http://www.signupnowva.org)**

Through this page of the Virginia Health Care Foundation website you can access SUN workshop training dates, current and back issues of our newsletter *SignUpNow Outreach*, updates and full text of the *SignUpNow Tool Kits*, etc. You can also access the SUN On-demand Trainings for Medicaid/FAMIS and ABD Medicaid.

SignUpNow c/o VHCF

707 E. Main Street, Suite 1350, Richmond, VA 23219

Phone: (804) 828-6062

email: [signupnow@vhcf.org](mailto:signupnow@vhcf.org)

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

Information on the uninsured and medically underserved in Virginia, including the annual *Profile of Virginia's Uninsured*. Information on *Project Connect*, its

local outreach initiative to help eligible uninsured children, pregnant women, and adults enroll in state-sponsored health insurance, is also available.

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

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

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

ENROLL-Virginia!  
Phone: (888) 392-5132 email: info@enroll-virginia.com

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

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

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

Center on Budget and Policy Priorities  
1275 First Street, NE, Suite 1200, Washington, DC 20002  
Phone: (202) 408-1080 email: center@cbpp.org

**The Center for Children and Families, Georgetown University:**

**<http://ccf.georgetown.edu>**

A policy and research center whose mission is to expand and improve health coverage for America's children and families. Includes resources on CHIP and Medicaid. They have a weekly *Say Ahhh!* blog that gives information on various related issues.

Center for Children and Families, McCourt School of Public Policy,  
Georgetown University, 600 New Jersey Avenue, NW, Washington, DC 20001  
Phone: (202) 784-3138 email: childhealth@georgetown.edu

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

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

The Center for Medicaid and CHIP Services (CMCS) is one of six Centers within the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services (HHS). CMCS serves as the focal

point for all national program policies and operations related to Medicaid and the Children's Health Insurance Program (CHIP). Official information on Medicaid and CHIP, including state plans and annual reports.

**Families USA:** [www.familiesusa.org](http://www.familiesusa.org)

Families USA does research, analysis, and messaging to defend and strengthen the Medicaid program and the Affordable Care Act (ACA). It also has statistics on uninsured children in the United States.

Families USA

1225 New York Avenue, NW, Ste. 800, Washington, DC 20005

Phone: (202) 628-3030 email: [info@familiesusa.org](mailto:info@familiesusa.org)

**Insure Kids Now:** [www.insurekidsnow.gov](http://www.insurekidsnow.gov)

"Connecting Kids to Coverage" National Campaign is a national campaign of the Centers for Medicare and Medicaid Services to link the nation's 10 million uninsured children – from birth to age 18 – to free and low-cost health insurance. The site has links to every state's children's health insurance program. Also includes customizable outreach materials in the "Outreach Tool Library" section of the site.

**The Kaiser Family Foundation (KFF):** [www.kff.org](http://www.kff.org)

KFF is a nonprofit organization focusing on national health issues, as well as the US role in global health policy. KFF serves as a nonpartisan source of facts, analysis and journalism for policymakers, the media, the health policy community and the public. Information on the uninsured and many other issues is downloadable free-of charge from their web site.

The Kaiser Family Foundation

185 Berry Street, Suite 2000, San Francisco, CA 94107

Phone: (650) 854-9400 (CA) or (202) 347-5270 (DC)

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

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

RWJF funds research and programs to identify key gaps in health coverage, and help ensure everyone in our nation is able to get the care they need to support lifelong health and well-being.

Robert Wood Johnson Foundation

50 College Road East, Princeton, NJ 08540-6614

Phone: (877) 843-7953

***Immigration/Citizenship Issues***

**US Citizenship and Immigration Services:** <http://www.uscis.gov>

Official information on Public Charge and other immigration issues.

**Families USA, The Center on Budget and Policy Priorities, and The Kaiser Family Foundation** (websites previously listed)

All these sites have vast amounts of information on the Deficit Reduction Act of 2005 and its impact on Medicaid (requiring proof of citizenship and identity) and on Public Charge

**The Center for Children and Families** <https://ccf.georgetown.edu/> and **the Center on Health Insurance Reforms** <https://chir.georgetown.edu/> are both at Georgetown University and provide information on the changes to the Public Charge rules.

**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 it 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>

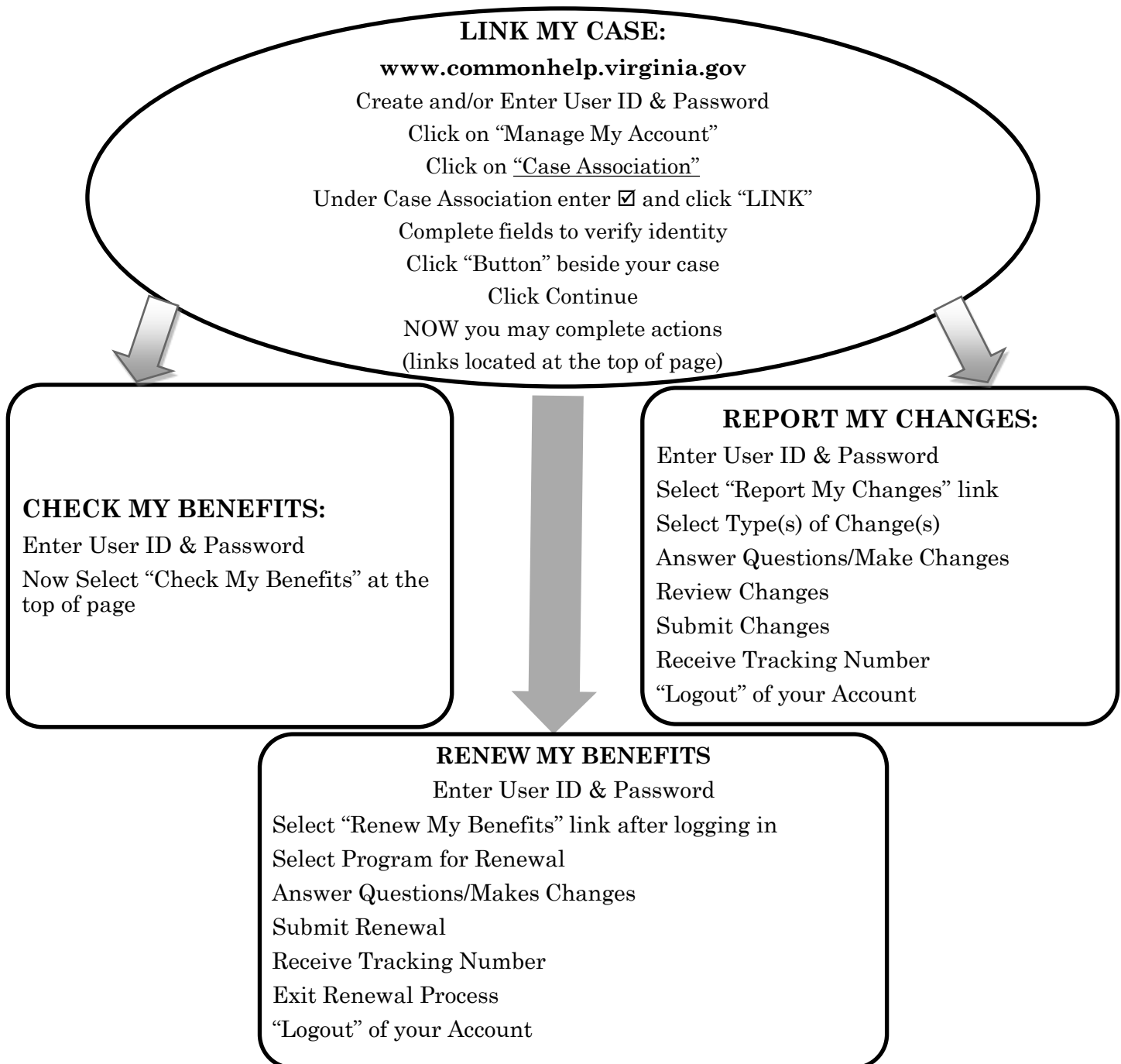
Since there are tax-based questions on the new application, applicants may be confused about their tax filing status or who they can claim as a dependent. A good resource to send them to is The Interactive Tax Assistant tool from the IRS. This interactive online tool allows consumers to enter basic information 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?

# My Benefits “Online”...Anytime



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

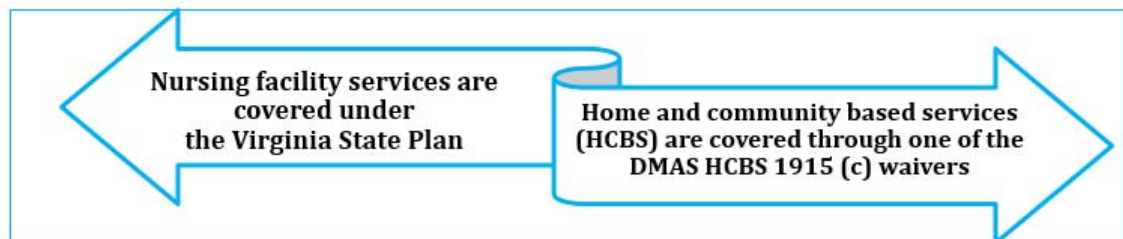
- After you Link Your Case, you can access the 3 options listed below by clicking either link at the top of the page.
- Once your case is linked, enter user ID and password and take any of the below actions.





## New Adult and LTSS Pathway

- Long term services and supports (LTSS) are covered for Medicaid expansion individuals who meet the DMAS established coverage criteria and guidelines
- The functional criteria for expansion individuals is the same as current Medicaid nursing facility and waiver services functional criteria (ADLs and nursing needs); the same LTSS screening requirements and wait list rules apply
- The financial criteria for the New Adult populations follow the *modified adjusted gross income* (MAGI) rules for LTSS (next two slides)



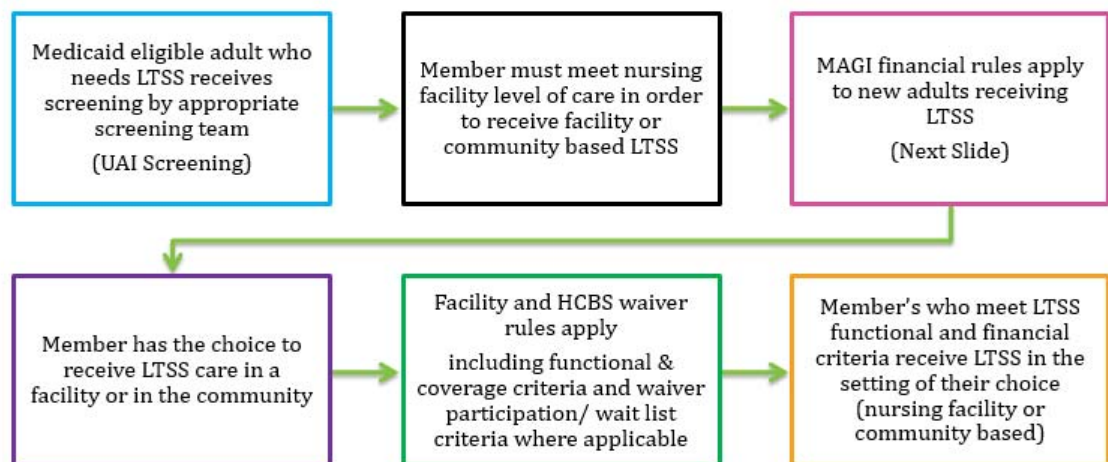
*Individuals may also choose PACE if they meet PACE participation rules*

1

DMAS

## LTSS Services for New Adult Populations

*Through State Plan and 1915 (c) Waivers*



2

DMAS

## Eligibility Rules For LTSS

*Including Nursing Facility and Community Based Services*

<b>Asset and Income Rules</b>	<b>Non-Expansion Populations Non-MAGI, Categorical Eligibility Rules</b>	<b>New Adult Expansion Populations MAGI Eligibility Rules</b>
<b>Income</b>	Up to 300 % SSI for LTSS	up to 138 % FPL
<b>Annuities, Promissory Notes, Life Estate Interests, Trusts</b>	Applies	Applies
<b>Resources</b>	\$2,000 Limit	Not Applicable
<b>Liens</b>	Applies	Not Applicable
<b>Estate Recovery</b>	Applies	Applies for age 55+ for LTSS <i>Unless the person meets an existing exemption</i>
<b>Transfer of Assets</b>	Applies	Applies
<b>Home Equity Rule</b>	Applies	Applies
<b>Post Eligibility Treatment of Income (e.g., patient pay)</b>	Applies	Not Applicable
<b>Spousal Impoverishment Provisions</b>	Applies	Applies

References

<https://www.medicaid.gov/Federal-Policy-Guidance/Downloads/SMD-14-001.pdf>  
[http://www.ncsl.org/documents/statfed/health/LTSS\\_Estate\\_Rec.pdf](http://www.ncsl.org/documents/statfed/health/LTSS_Estate_Rec.pdf)



## **Case Examples**

### **Case #1: THE MARTINEZ FAMILY**

Jose Martinez and his wife Maria have been in the US for four years. They applied for and were granted Legal Permanent Resident status when they arrived in the US. They file taxes jointly and claim their children as dependents. They have 3 children: Juan (10), Rosa (6) and Angel (2). Juan and Rosa were born in Mexico, but are now LPRs and Angel was born in the US.

Jose has a job making about \$1,290 per month and is paid monthly, but does not have access to health care. Maria works at a local big box store 29 hours a week and makes \$7.75/hour and is paid weekly. Because she is considered part-time by her employer, she does not have access to health insurance.

- 1. What is the household size for each member of the family?**
  
  
  
  
  
  
  
  
  
  
- 2. What is Maria's monthly income?**
  
  
  
  
  
  
  
  
  
  
- 3. What is the income for the family?**
  
  
  
  
  
  
  
  
  
  
- 4. Do the children qualify for the FAMIS programs? If so, which one? What do the parents qualify for?**
  
  
  
  
  
  
  
  
  
  
- 5. What documentation may LDSS/CVCPU request to determine eligibility for this family?**

### Case #1: *THE MARTINEZ FAMILY ANSWERS* -

1. The family size is 5 for everyone – Jose, Maria, Juan, Rosa and Angel
2. Maria's monthly income is -  $\$7.75 \times 29 = \$224.75$  weekly  $\times 4.3 = \$966.43$

3. The family income is:

Jose's Gross Monthly Income	\$1,290
Maria's Gross Monthly Income	<u>\$966.43</u>
Total Monthly Gross Income	\$2,256.43

4. Do the children qualify for the FAMIS programs? If so, which one(s)?

Juan, Rosa and Angel qualify for FAMIS Plus because the monthly income requirement (148% FPL) for a family of 5 is up to \$4,512 and their parents' income is only \$2,256.43.

**What do the parents qualify for?**

Jose and Maria each have a household of 5 making \$2,256/month. LIFC for a household of 5 is between \$999 and \$1,519 depending upon the locality in which parents live. They are over these limits. Medicaid Expansion for Adults might be an option since a household of 5 can have an income of up to \$4,207, but they have not been in this country for 5 years so they do not meet the 5 year residency requirement for that program.

Even though they actually make under 100% FPL (\$3,049 for a household of 5), they can still shop for private insurance on Virginia's Insurance Marketplace during annual Open Enrollment. They do qualify for financial assistance with purchasing that coverage.

In a year, they could apply for MedEx and at that time they may finally meet the 5 year residency requirement.

6. What documentation may LDSS/CVCPU request to determine eligibility for this family?

They might need to provide income verification, if their income is not able to be verified electronically or is not reasonably compatible with what is found electronically. Also, if their immigration status information cannot be verified electronically, they may be asked to provide a copy of their green cards or other documentation.

## **Case #2: THE MASON FAMILY**

Jane Mason just started as a bookkeeper at a day care center. She lives with her two children, Anna (5) and Blaine (7). Jane's ex-husband, Carl, claims both children as dependents on his taxes and Jane files taxes as a single-filer.

Jane's salary is \$14.50 per hour. She works 40 hours per week and is paid weekly. She receives \$500 a month in alimony pursuant to a decree filed in 2015. Her employer offers family health insurance, but she cannot afford the family premiums, so she only has insurance for herself. Her ex-husband makes \$45,000 a year but does not get health care through his employer. The two children are uninsured.

- 1. What is the household size for each person in the example?**
  
  
  
  
  
  
  
  
  
  
- 2. What is the income for each person in the example?**
  
  
  
  
  
  
  
  
  
  
- 3. What coverage options or programs are available for each person in the example?**
  
  
  
  
  
  
  
  
  
  
- 4. What difference would it make if the divorce decree had been filed March 15, 2019?**

## Case # 2: THE MASON FAMILY ANSWERS – Single parent with non-custodial parent claiming children

### 1. The household size:

Jane – 1 (herself)

Anna – 3 (herself, mom, and sibling)

Blaine – 3 (himself, mom, and sibling)

Carl – 3 (himself and two tax dependent children, he would file a separate application)

### 2. The family income is:

Jane's Gross Monthly Income	\$ 2,494 ( $\$14.50 \times 40 \times 4.3$ )
	+ \$500 alimony
	<b>\$2,994</b>

Anna and Blaine's Gross Monthly Income (same as mom)  
**\$2,994**

Carl's Gross Monthly Income	\$ 3,750 ( $\$45,000 / 12$ )
	- \$500 alimony
	<b>\$3,250</b>

*Note: alimony income is counted for Jane and deducted for Carl, because the decree it is from was filed prior to January 1, 2019. If the decree had been filed after January 1, 2019, the alimony would not count as income for Jane and would not be a deduction for Carl.*

### 3. For which program(s) do the members of this family qualify?

Jane: **\$2,994** – for household of 1 she is above Medicaid eligibility (\$1,732), but as she already has insurance through her employer she can simply indicate that she does not need health coverage

Anna and Blain: **\$2,994** – for a household of 3, is within the limits for FAMIS Plus (\$3,185)

Carl: **\$3,250** – for a household of 3 is within the income guidelines for eligibility for premium tax credits and cost-sharing subsidies in Virginia's Insurance Marketplace. If he lives in Virginia, he would also be eligible for Plan First.

### 4. What difference would it make if the divorce decree had been filed March 15, 2019?

Jane's and the kids' income would drop to \$2,494 because alimony would not be counted. She still makes too much for Medicaid Expansion. The kids would still be eligible for FAMIS Plus. Carl's income would rise to \$3,750 since the alimony would no longer be deducted from his income. He would still be Marketplace-eligible.

### **Case #3: THE JOHNSON FAMILY**

Ned and Wanda Johnson have 3 children - John (1), Marley (8), and Sarah (16). Ned works at a factory where he is paid \$975 every 2 weeks. Wanda Johnson works at a department store where she is paid \$300 per week. Sarah works part-time after school at the local drug store; she is paid \$75 per week. The family currently has no insurance and comes to you for help applying for state-sponsored coverage. The Johnsons are all US Citizens. They file taxes jointly and claim their children as dependents.

- 1. What is the household size in this example?**
  
  
  
  
  
  
  
  
  
  
- 2. What coverage options or programs are available for each person in the example?**
  
  
  
  
  
  
  
  
  
  
- 3. What if Mrs. Johnson was currently pregnant, would she be eligible for a program?**

### Case #3: JOHNSON FAMILY ANSWERS – Family with working child

1. **Household size**

5 for everyone in the family

2. **Coverage Options for the family –**

Ned Johnson's Gross Monthly Income	\$2,096.25 (\$975 x 2.15 for bi-weekly income)
Wanda Johnson's Gross Monthly Income	<u>\$1,290 (\$300 x 4.3 for weekly income)</u>
The Johnson's Countable Income	<b>\$3,386.25</b>

Sarah's income is not counted since she does not meet the annual threshold for dependents for filing taxes. The family's total countable income is under the 2024 FAMIS Plus limit for a family of 5 (\$4,512). Therefore, the children in the family are eligible for FAMIS Plus. The parents are under the guideline for the Medicaid Expansion (\$4,207), so they would be eligible for state coverage too!

3. **If Mrs. Johnson was pregnant, you would look at financial eligibility for Medicaid for Pregnant Women...**

The family income figure would be the same as above: \$3,386.25. The family size for Mrs. Johnson's eligibility would, however, be a family of 6 and therefore, Mrs. Johnson would be financially eligible for Medicaid for Pregnant Women (\$5,176 for a family of 6).\*

*\*Note: once the baby is born, the family would report the change in family size to their local DSS. At that time, the entire family's eligibility for coverage would be redetermined. If no income changes had occurred, the children would continue to be eligible for FAMIS Plus, as would the new baby. Since the family size has increased for everyone, mom and dad would still be eligible for Medicaid Expansion for Adults.*

#### **Case #4: THE SMITH FAMILY**

Stacy Smith is a 17 year old, pregnant teen living with her parents and her boyfriend in Alexandria. Stacy's parents, Steven and Sarah Smith, both work full-time. Steven Smith is an Assistant Manager at a local restaurant earning \$1,700 semi-monthly. Sarah Smith is a part-time instructional aide at a local elementary school earning \$10,000 annually. Stacy has been working part-time in a book store earning \$6.50 per hour. Stacy works 20 hours per week and is paid weekly. Stacy also has two younger siblings who live in the home with her: Seth (7) and Samantha (11). Stacy and her siblings are all claimed as dependents on Steven and Sarah's taxes.

Stacy's boyfriend, Ryan Jones, works at a local restaurant 30 hours per week earning \$8.00 per hour and gets paid every week. He files his own taxes and is not claimed as a dependent on anyone else's taxes.

Steven Smith's employer has decided to no longer provide health coverage, and the current insurance coverage will end at the end of the month. The school nurse at Mrs. Smith's school suggested she contact your project for more information on the Medicaid and FAMIS programs.

- 1. What is the household size for each member of the household?**
  
  
  
  
  
  
  
  
  
  
- 2. What is the monthly income for each member of the household?**
  
  
  
  
  
  
  
  
  
  
- 3. Does the family qualify for coverage? If yes, for which program?**
  
  
  
  
  
  
  
  
  
  
- 4. A) Would anything change if Stacy was 21, living with her parents, and not claimed as a tax dependent?**  
  
  
  
  
  
  
  
  
  
**B) What would happen if, after Stacy had her baby, she moved out of the home to live with her boyfriend? What programs would Stacy, Ryan and their baby qualify for?**  
  
  
  
  
  
  
  
  
  
**C) Would there be any difference in eligibility if they lived in Stafford? Winchester?**



#### **Case #4: THE SMITH FAMILY ANSWERS – multi-generational household with pregnant teen**

**1. What is the household size for each member of the household?**

**Steven Smith** – 5 (himself, his wife and his 3 children claimed as dependents)

**Sarah Smith** – 5 (herself, her husband and their 3 children claimed as dependents)

**Seth Smith** – 5 (himself, his two parents and his two siblings)

**Samantha Smith** – 5 (herself, her two parents and her two siblings)

**Stacy Smith** – 5 (herself, her parents, her 2 siblings) – her unborn baby would only count if she was not eligible for full benefit FAMIS or FAMIS Plus

**Ryan Jones** – 1 (himself – separate application)

**2. What is the income for each member of the household?**

Steven Smith's income is \$1,700 twice per month ( $\$1,700 \times 2$ ) for a total of \$3,400. Sarah Smith earns \$10,000 annually or \$833.33 per month ( $\$10,000/12$ ). Total family income is \$4,233.33 per month.

Stacy's income is \$559/month ( $\$6.50/\text{hr} \times 20 \text{ hrs} \times 4.3$ ). It is not included since she makes \$6,708 annually, which is less than the threshold that requires a dependent to file taxes (\$14,600 for 2024 taxes). The Ryan's monthly income is \$1,032.

**3. Does the family qualify for coverage? If yes, for which program?**

Stacy, Seth and Samantha would all qualify for FAMIS Plus because their monthly income falls below the FAMIS Plus income limit (\$4,512). Stacy's parents both make too much for Medicaid Expansion for Adults (\$4,207 for family of 5), but would qualify for Plan First. They may also qualify for premium tax credits and cost sharing subsidies in Virginia's Health Insurance Marketplace since Steven no longer is offered employer coverage.

Ryan would also qualify for MedEx since his income is below that limit (\$1,732).

**4. A) Would anything change if Stacy was 21, living with her parents, and not claimed as a tax dependent?**

As 21-year old pregnant woman, she would be a single filer with a household of 2 with no dependents. Given the \$559/month income ( $\$6.50/\text{hour} \times 20 \text{ hours} \times 4.3$ ), she would be eligible for Medicaid for Pregnant Women. The household size for her parents and siblings would drop to 4, with the kids now eligible for FAMIS (\$4,411 for family of 4) and the parents still eligible for marketplace coverage or Plan First.

**B) What would happen if after Stacy had her baby, she moved out of the home to live with her boyfriend?**

If Stacy and Ryan were living together but not married, they would each have a household of 1 and they would have to decide who would claim the child as a dependent on their taxes. The baby would have a household of 3 since he/she is a dependent who is living with both parents who are not married and counting mom and dad's income would be eligible for FAMIS Plus ( $\$559 + \$1,032 = \$1,591$ ).

If Stacy claims the child, she would be a household of 2 and given the \$559/month income would be eligible for LIFC if she lived in a Group II or III locality, but if she lived in a Group I locality, she would be eligible for MedEx. Ryan would be still be eligible for MedEx.

If Ryan claims the child, he would still be eligible for MedEx (his income of \$1,032 as household of a 2 is less than the threshold of \$2,351). Stacy, with her income of \$559/month, would be eligible for LIFC if she lived in a LIFC Group III locality or MedEx if she lived in a LIFC Group I or II locality.

### **Case #5: THE GRANT/SHORT FAMILY**

Bob Grant and Sue Short are unmarried and living together with their son Josh (age 5) and daughter Ellen (age 7). Bob works full-time as a hotel manager and makes \$3,100 a month (paid monthly). Sue works part-time as a home health aide and makes \$400 every two weeks. Bob, Sue, and the children are uninsured. Bob claims the children as his dependents and Sue files her taxes as a single-filer.

- 1. What is the household size for each member of the family?**
  
  
  
  
  
  
  
  
  
  
- 2. What is the income for the family members?**
  
  
  
  
  
  
  
  
  
  
- 3. What coverage options are available to these family members?**
  
  
  
  
  
  
  
  
  
  
- 4. What would happen to income and household size if Bob and Sue got married? What if they decided to continue to file separately?**

**Case #5: *THE GRANT/SHORT FAMILY ANSWERS – unmarried parents of two living together***

**1. What is the household size for each member of the family?**

**Bob** – 3 (himself and his two children)

**Sue** – 1 (herself)

**Josh** – 4 (parents and sibling)

**Ellen** – 4 (parents and sibling)

**2. What is the income for the family members?**

**Bob:** \$3,100 a month

**Sue:** \$860 a month ( $\$400 \times 2.15$ )

**Josh:** \$3,960 a month (Bob's \$3,100 + Sue's \$860)

**Ellen:** \$3,960 a month, same as Josh

**3. What coverage options are available to these family members?**

Bob is eligible to purchase private insurance through Virginia's Insurance Marketplace with premium assistance and subsidies. He would also be eligible for Plan First (<\$4,411 for family of 3). The children would be eligible for FAMIS (under the household of 4 income limit of \$5,330). Sue would be eligible for Medicaid Expansion for Adults (under the limit of \$1,732).

**4. What would happen to income and household size if Bob and Sue got married? What if they decided to continue to file separately?**

Bob, Sue, Josh and Ellen would all have a household size of 4 and their family's gross monthly income would be \$3,960. The kids would still be eligible for FAMIS.

Even if Bob and Sue decided to continue filing separately, for the purposes of Medicaid eligibility, married couples are always considered part of the same household even if they do not file taxes jointly. Bob and Sue would be eligible for Plan First (<\$5,330).

Bob and Sue would not, however, be eligible for any help with purchasing coverage in Virginia's Insurance Marketplace even though their income would be within the limits. This is because in order to be eligible for Tax Credits and Subsidies on the Marketplace, spouses must file joint tax returns.

## **Case #6: THE JONES FAMILY**

Mae Jones is 63 years old and taking care of her grandchildren. She legally adopted her grandson, Jack Jones, who is 16 years old, after Jack's father passed away. Mae is also taking care of her three granddaughters, Kristen, Danielle and Katie Clark since her daughter can no longer take care of the girls. Kristen is 8, Danielle is 6 and Katie is 4.

Mae receives Social Security benefits of \$1,424 per month and no additional income. Jack receives Social Security Survivor's benefits in the amount of \$267 per month. All of the children were born in Virginia and are U.S. citizens. Mae is claiming her adopted son Jack as a dependent on her taxes, but not her three granddaughters, who are not being claimed on anyone's taxes.

All children are uninsured and the school nurse sent a note home with Jack indicating he may need glasses. The school nurse included a state-sponsored health insurance flyer in her referral packet. Mae has just arrived in your office and is worried about the cost of an eye exam and eyeglasses. How would you help her?

- 1. What is the household size for each member of the family?**
  
  
  
  
  
  
  
  
  
  
- 2. What is the monthly income for each member of the family?**
  
  
  
  
  
  
  
  
  
  
- 3. Would each of the children qualify financially for one of the FAMIS programs? If so, which one?**
  
  
  
  
  
  
  
  
  
  
- 4. Should they all apply on the same application?**
  
  
  
  
  
  
  
  
  
  
- 5. What would happen to their coverage if Mae decided to claim the 3 girls as dependents?**

## Case #6: *THE JONES FAMILY ANSWERS*

### 1. What is the household size for each member of the family?

**Mae Jones – 2** – as the tax filer, her household is made up of herself and her adopted grandson **Jack Jones – 2** – he is a tax dependent who is claimed by a tax filer and therefore his household is the same as the filer claiming him

**Kristen, Danielle and Katie Clark – 3** – household for all three is determined using the non-filer rules – and includes the person, any siblings (2) and parents (none) living in the home

### 2. What is the monthly income for each member of the family?

**Mae:** \$1,424 – Jack’s Survivor benefits are not included because he is living with at least one parent (adopted) and he has no other income that would exceed the annual tax filing threshold for dependents

**Jack:** \$1,424 – his parent’s (adopted) income is included but not his social security survivor’s benefits

**Kristen, Danielle and Katie:** have no monthly income

### 3. Would each of the children qualify financially for one of the FAMIS programs? If so, which one? Would Mae qualify for anything?

Jack, Kristen, Danielle, and Katie would be eligible for FAMIS Plus.

Mae would be eligible for Medicaid Expansion for Adults. She has a household size of 2 and makes \$1,424. This is less than the income limit for this coverage which is \$2,351. She is age eligible until she turns 65.

### 4. Should they all apply on the same application?

Yes

### 6. What would happen to their coverage if Mae decided to claim the 3 granddaughters as dependents?

Mae’s and Jack’s family sizes would rise to 5. The girls, however, would still each have a household of 3. They would now fall under the exception to the tax filer household rules – they are not the biological, adopted, or stepchildren of Mae, so you would still only count their siblings in their households. That being said, all the children would still be FAMIS Plus eligible and Mae would still be eligible for MedEx.