

Suggested Application Pathways for Medicaid/FAMIS for Different Populations

Cover Virginia Call Center

1-855-242-8282



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

Local Department of Social Services (LDSS)



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

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

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



Virginia Insurance Marketplace

(1-888-687-1501 or
Marketplace.virginia.gov)



A great option, if:

- Applicant is a tax filer with a stable income
- Applicant receives income only from the Social Security Administration
- Applicant's household income is close to the upper income limit for Medicaid/FAMIS, in which case s/he may be referred to the Marketplace anyway

VDSS Enterprise Call Center

1-855-635-4370



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

CommonHelp

commonhelp.virginia.gov



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





Tips and Tricks for Helping Someone Apply for Medicaid/FAMIS

When Completing the Application

- When applying online or by phone:
 - **Write down the client's T-number.** *If the client gave you permission to follow up on their behalf, you can use the T-number to get case status information, including the name of the worker processing the case from the Cover Virginia Call Center about 2 weeks after the application was submitted.*
 - Write down and give to the client their username, password, and answers to security questions.
 - Write client's name and case number on each page of the verifications you submit.
- **Make sure you have the client's permission to follow up on the application.** Complete the appropriate part of Appendix C (if applying by paper), have the client tell the Customer Service Representative (if applying by phone), or type in the appropriate place (if applying online). *Tip: On CommonHelp, write your contact information and that the person has given permission for you to follow up on the application in the notes field.*
- Advise the client to **check the box** giving DSS consent to verify information electronically for up to 5 years. This makes it possible for the DSS to attempt to renew *ex parte* (without enrollee action). *NOTE: Just checking the box does not mean the LDSS can always find information electronically. The person may still have to complete a renewal form.*

After Submitting the Application

- Tell your client to **OPEN MAIL** from any of the following: **Cover Virginia, the Virginia Department of Medical Assistance Services (DMAS), Local Department of Social Services (LDSS), his/her Managed Care Organization (MCO).** *Tip: give them a copy of the MCO comparison chart so they can see the extra "added benefits" the MCOs offer. Many offer coverage for, or discounts on, eyeglasses and contacts, among other things.*
- Invite the client to start thinking about any providers they wish to see. Help them figure out if those providers participate with a Virginia Medicaid MCO and help them understand how to **choose or change MCOs with the Cardinal Care Enrollment Broker** (viriniamanagedcare.com).
- **Help the client "link" their case in CommonHelp**, using his/her Client and Case ID Numbers from the *Notice of Action*. This will make it easier for him/her to report changes, or to complete his/her renewal online. **Remind the client to report changes within 10 days, especially a change of address.**

Special Concerns for Pregnant Women and Newborns

- **Remind a pregnant woman to report the birth of her baby** so the baby can be "deemed" eligible coverage for its first year.
- For a baby deemed eligible for coverage, **make certain the family has applied for a Social Security Number**, since that will be needed to complete the renewal by the baby's first birthday.