

Application Pathways for ABD Medicaid

Cover Virginia Call Center

1-855-242-8282



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

CommonHelp

commonhelp.virginia.gov



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

Local Department of Social Services (LDSS)



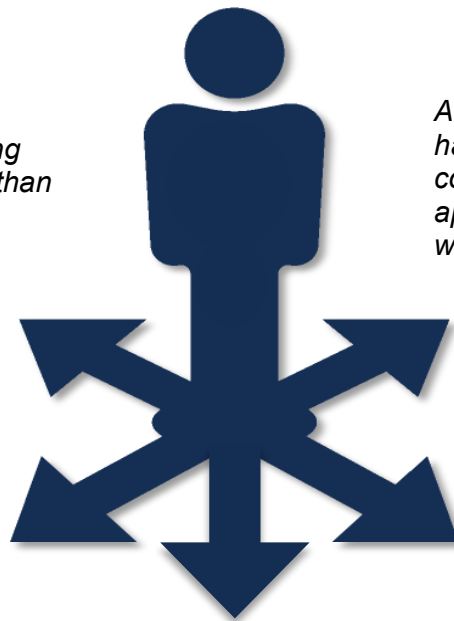
A great option for applicants who are more comfortable completing a paper application. An application can either be dropped off at LDSS, or mailed to the Cardinal Care Correspondence Center (P.O. Box 1820, Richmond, VA, 23218).

VDSS Enterprise Call Center

1-855-635-4370



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



A Note on Long Term Services and Supports

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

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

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





Tips and Tricks for Helping Someone Apply for ABD Medicaid

When Completing the Application

- When applying online or by phone:
 - **Write down the client's T-number.** *If the client gave you permission to follow up on their behalf, you can use the T-number to get case status information, including the name of the worker processing the case from the Cover Virginia Call Center about 2 weeks after the application was submitted.*
 - Write down and give 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 the state consent to verify information electronically for up to 5 years. This makes it possible for the state to attempt to renew *ex parte* (without enrollee action). *NOTE: Just checking the box does not mean the state can always find information electronically. The person may still have to complete a renewal form, particularly for ABD renewals where resources may need to be re-verified.*

After Submitting the Application

- Tell your client to **OPEN MAIL** from any of the following: **Cover Virginia, the Virginia Department of Medical Assistance Services (DMAS), the Local Department of Social Services (LDSS), and his/her Managed Care Organization (MCO).** *Tip: give them a copy of the MCO comparison chart (<https://virginiamanagedcare.com/en/member-materials>) so they can see the extra "added benefits" the MCOs offer. Many offer coverage or discounts towards the purchase of eyeglasses and/or contacts, among other things.*
- Invite the client to start thinking about any providers s/he wishes to see. Help him/her figure out if those providers participate with a Virginia Medicaid MCO and help them understand how to **choose or change MCOs with the Cardinal Care Enrollment Broker** (virginiamanagedcare.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.**