

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 be dropped off at the local DSS, or mailed to the Cardinal Care Correspondence Center (P.O. Box 1820, Richmond, VA, 23218).



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's household income is close to the upper income limit for Medicaid/ FAMIS, in which case they may be referred to the Marketplace anyway

CommonHelp
commonhelp.virginia.gov



A great option for everyone, including applicants wanting to apply for multiple public benefit programs (e.g., SNAP, TANF, energy assistance). Also great for applicants completing an application with the help of an assister.

VDSS Enterprise Call Center
1-855-635-4370



*Phone option for applicants wanting to apply for multiple benefits programs. Note: If an applicant calls the Enterprise Call Center and wants to apply **only** for Medicaid/FAMIS, they will be routed to the Cover Virginia Call Center.*

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

- Full Name
- Date of Birth
- Social Security Numbers for all individuals applying for coverage
- Income information
- Immigration status information (if not a US

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 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) using tax data. *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.*

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 (<https://virginiamanagedcare.com/en/member-materials>) 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** (virginiamanagedcare.com).
- **Help the client "link" their case in CommonHelp**, using their Client and Case ID Numbers from the *Notice of Action*. This will make it easier for them to report changes, or to complete their 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 individual 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.