

Other Helpful Information

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

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Useful Contact Information

Entity	Phone Number & Hours	Question Types
Cover Virginia Call Center (CVCC) and Central Processing Unit (CVCPU) https://coverva.dmas.virginia.gov/ Contractor: Maximus	855-242-8282 Cover Virginia Call Center (8AM – 7PM M-F) Interpretation services available	Information and telephonic application for Virginia's Medicaid/FAMIS Programs; checking on the status of applications; ordering free marketing materials from the state (via website only)
Enterprise Customer Service Center (ECSC) Contractor: Young & Williams	855-635-4370 Enterprise Customer Service Center (7AM – 6PM M-F) Interpretation services available	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.
Virginia's Insurance Marketplace (VIM) https://www.marketplace.virginia.gov/	888-687-1501 / TTY 711 Marketplace Call Center (8AM – 7PM M-F)	Questions about the VIM, Qualified Health Plans, and 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 for Virginia Medicaid.
Virginia One Benefits Helpline	833-5CALLVA (833-522-5582)	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.
Other Resources		
Virginia Health Care Foundation – SignUpNow (Training & Technical Assistance) https://www.vhcf.org/who-and-how-we-help/medicaid-famis-outreach-enrollment/	804-828-6062 signupnow@vhcf.org	Reporting of issues with systems, policies or procedures related to enrollment of children, pregnant individuals, and adults in the Medicaid & FAMIS programs. Training (in person, virtual, and online on-demand), issue clarification, and general help. Publishes Tool Kits and online, quarterly e-newsletter "SignUpNow Outreach."
Connect with Legal Aid Offices via Virginia Poverty Law Center https://www.virginialawhelp.org/en/get-legal-help/	Call 866-534-5243 to find your local legal aid office.	Legal aid on a variety of topics, including: housing, health care (including Medicaid Appeals), disability/elder law, and consumer protection.
Local Area Agencies on Aging (AAA)	See pages 5.20-5.26 for a full listing of AAAs.	AAAs address the needs of older persons through various initiatives, including the VA Insurance Counseling & Assistance Program (VICAP). AAA are great resources for Medicare and long-term care questions.
Virginia Department of Medical Assistance Services http://www.dmas.virginia.gov		
Appeals Division https://www.dmas.virginia.gov/appeals	804-371-8488/804-452-5454 fax appeals@dmas.virginia.gov	Information on Client Medicaid/FAMIS appeals and provider Medicaid appeals. Access to online appeals portal.
DMAS Member Help Line http://www.dmas.virginia.gov/provider_search.asp	804-786-6145	Claims issues and complex covered services issues for Fee-For-Service recipients, help finding a provider.
Virginia Department of Social Services http://www.dss.virginia.gov		
Regional Medical Assistance Program Consultants	See end of Local DSS listing in this Section	Policy issues, clarification on policy, issues with local DSS offices

Entity	Phone Number & Hours	Question Types
Managed Care Organizations – Cardinal Care		
Enrollment Help Line <i>Contractor: Maximus</i>	800-643-2273 (8:30AM – 6PM M-F) www.virginiamanagedcare.com	Choosing/changing MCOs, verifying enrollment, open enrollment dates
Aetna Better Health www.aetnabetterhealth.com/Virginia	800-279-1878	Billing, PCP's, providers, prescription formularies, additional benefits
Anthem Healthkeepers Plus www.anthem.com/va/medicaid	800-901-0020	Billing, PCP's, providers, prescription formularies, additional benefits
Humana Healthy Horizons www.humana.com/medicaid/virginia	844-881-4482	Billing, PCP's, providers, prescription formularies, additional benefits
Sentara Community Plan www.sentarahealthplans.com/members/medicaid	800-881-2166 Northern Virginia Kaiser Permanente Members: 855-249-5025	Billing, PCP's, providers, prescription formularies, additional benefits
UnitedHealthcare Community Plan www.uhc.com/communityplan/virginia	844-752-9434	Billing, PCP's, providers, prescription formularies, additional benefits
Cardinal Care Smiles (FAMIS/Medicaid Dental Program) <i>Contractor: DentaQuest</i> Altise Street & Tim Whited VA CCS Outreach Coordinators	888-912-3456 (8AM -6PM, M-F) https://www.dentaquest.com/ 804-201-5439 Altise.street@greatdentalplans.com 276-971-2017 tim.whited@greatdentalplans.com	All client questions concerning dental coverage, help finding a dentist and making and appointment, etc. Difficulty finding a provider, trainings on CCS, and people with special dental care needs.
Virginia Department of Aging and Rehabilitative Services (DARS) https://www.dars.virginia.gov		
Division for Aging Services https://vda.virginia.gov/	804-662-9333 V/TTY 800-552-3402 V/TTY dars@dars.virginia.gov	Information for aging Virginians, their families and caregivers to use when making decisions. Works with 25 Area Agencies on Aging and manages the VA Insurance Counseling & Assistance Program (VICAP)
Office of the State Long-Term Care Ombudsman https://dars.virginia.gov/aging/ombudsman/ https://dars.virginia.gov/aging/ombudsman/find-your-local-ombudsman/	800-552-5019/804-565-1600 ombudsman@dars.virginia.gov	Advocate for older persons receiving LTC services in a nursing home, assisted living facility or community-based care. Local ombudsmen are staff or volunteers located at the Area Agencies on Aging (AAA). Service finder tool: easypass.virginia.gov/service-finder/ombuds
Disability Determination Services https://dars.virginia.gov/benefits/disability-determination/ Central District Office 9960 Mayland Dr., Ste. 200 Richmond, VA 23233 Northern District Office, 1150 Fairfax Blvd, Ste. 200 Fairfax, VA 22030-5066 Tidewater District Office 5850 Lake Herbert Dr., Ste. 200 Norfolk, VA 23502 Southwest District Office 612 S. Jefferson St., Ste. 300 Roanoke, VA 24011 Extended Service Team District Office 111 Franklin Road SE, Ste. 250 Roanoke, VA 24011	855-445-3938 – same for all* 804-662-7000/804-527-4523 fax 703-934-7400/703-934-7410 fax 757-466-4300/757-455-3829 fax 540-857-7748/540-857-7707 fax 540-512-1880/540-512-1990 fax	A division within DARS that works with SSA and VA DSS to make decisions on disability claims for benefits under SSDI, SSI and Medicaid. For program specific questions, contact the local regional office using the main number. If leaving a voicemail, allow two business days for a return call

The Players & Their Roles

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

VA Department of Medical Assistance Services (DMAS)

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
- Issues Cardinal Care ID Cards
- Assists enrollees with Fee-for-Service questions, including finding providers
- Manages the eligibility appeals process for the Medicaid programs
- Monitors contracts with Maximus (Enrollment HelpLine, Cover Virginia Call Center/Central Processing Unit, Cardinal Care Correspondence Center), DentaQuest (Cardinal Care Smiles), Managed Care Organizations, etc.
- Issues payments to fee-for-services providers and contractors
- Provides trainings and technical assistance to providers and LDSS offices
- Hosts the Cover Virginia website, coverva.dmas.virginia.gov, which includes information on the Medicaid/FAMIS programs and a place to order outreach materials.

VA Department of Social Services (DSS) www.dss.virginia.gov

- Provides Medicaid program oversight, consultation, monitoring, analysis of performance, technical assistance, and/or training on policy and procedures to local Departments of Social Services via five Medical Assistance Program Consultants located at regional offices. (Listed on [page 5.19](#))
- Disseminates Medicaid policy information to local Departments of Social Services and others
- Updates and maintains the state’s benefits eligibility determination system.
- Manages the CommonHelp website 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 local offices located throughout the Commonwealth. They answer inquiries regarding Medicaid/FAMIS and other state benefit programs; including those for the Aged, Blind, or Disabled covered groups; those in Long-Term care; and the Medically Needy. (See [pages 5.15-5.19](#) for a complete listing)
- Processes eligibility for Medicaid (including all ABD covered groups)
- 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
- 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 Medicaid/FAMIS programs

Cover Virginia Call Center (CVCC) [Private Contractor: Maximus]

- Operates Monday - Friday, 8AM to 7PM, except state holidays (855) 242-8282 (TTY (888) 221-1590)
- Answers inquiries regarding eligibility and covered benefits
- Provides translation services via telephone for people requiring information in a language other than English (includes Spanish-speaking staff on site)
- Accepts telephonic applications, including telephonic signatures
- Checks and provides information on the status of a caller's application for coverage
- Processes requests for replacement of DMAS ID cards
- Records information from callers regarding change of information (address, resources, income) for Medicaid and FAMIS recipients
- Accepts telephonic renewal application information (Note: renewals are processed by LDSS only)
- Has a co-located Cover Virginia Incarcerated Unit (CVIU) to receive and process applications from incarcerated Virginians
- Tracks client complaints and provides complaint information to DMAS

Cardinal Care Enrollment Broker/Enrollment Help Line

[Private Contractor: Maximus]

- Operates Monday - Friday, 8:30AM to 6PM; (800) 643-2273 (TTY (800) 817-6608)
- Maintains and updates the Managed Care website www.virginiamanagedcare.com

- Provides information about managed care plans available to Medicaid/FAMIS clients (including ABD Medicaid recipients)
- Provides translation services via telephone for enrollees requiring managed care information in a language other than English
- Enrolls full benefit Medicaid members into managed care
- Provides eligibility verification for clients
- 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

Cardinal Care Correspondence Center [Private Contractor: Maximus]

- Centralized inbound mail room (PO Box 1820, Richmond, VA 23218) for Medicaid members that handles all inbound and administratively returned member-related mail.
- It relieves the burden of mail handling from local DSSs and allows for tracking and reporting for inbound and returned mail across the Commonwealth.
- Receives new paper applications and paper renewals, and requested verification documents and scans them into the VaCMS system for processing.
- Receives mail returned to DMAS and the local DSSs. If the Center is unable to verify a new address through any reliable data source, it will reach out to the member via at least two modalities (phone, mail, email or text) to get information to resend the document(s) and update the member's record.

Cardinal Care Smiles [Private Contractor: DentaQuest]

<https://www.dentaquest.com/en>

- Member services: Monday - Friday, 8AM to 6PM; (888) 912-3456 (TTY (800) 466-7566)
- Provides dental services for children (age 20 and under) AND adults (age 21 and over) enrolled in FAMIS/Medicaid 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

Enterprise Customer Service Center (ECSC)

[Private Contractor: Young & Williams]

- Available Monday through Friday from 7AM to 6PM; (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

Virginia's Insurance Marketplace ("the Marketplace")

www.marketplace.virginia.gov

- Operates Monday - Friday, 8AM to 7PM; (888) 687-1501
- Potential option for private health insurance for people who do not qualify for Medicaid or Medicare, and/or who do not have access to employer-based insurance.
- Allows people to apply online or over the phone for cost-sharing subsidies and tax credits toward the purchase of private health insurance, and compare and shop for health insurance plans.
- Determines eligibility for applications of people potentially eligible for Virginia's Medicaid/FAMIS programs. If an applicant looks to be eligible for one of the ABD Medicaid groups, the Marketplace will transfer the case to the local DSS for processing.

Managed Care Organizations (MCOs)

[Private Contractors: Aetna Better Health, Anthem Healthkeepers Plus, Humana Healthy Horizons, Sentara Community Plan, and UnitedHealthcare Community Plan]

- Deliver benefits to full-benefit Medicaid and FAMIS members
- Issue welcome packets and ID Cards for enrolled members
- Answer questions for clients via their toll free phone numbers and websites
- Coordinate and monitor care to patients, including case and disease management services, 24-hour nurse help lines and other extra added benefits
- Issue payments to providers
- Assist clients with resolution of health care issues
- Manage the appeals process for denied health care services

Virginia Department for Aging and Rehabilitative Services (DARS) www.vadars.org

- Seeks to improve the employment, quality of life, security, and independence of older Virginians, people with disabilities and their families. Toll Free (800) 552-5019; local (804) 662-7000
- Runs the **Division for Aging Services** (<https://dars.virginia.gov/aging/>) which helps older Virginians live as independently as possible by coordinating and providing services to help them maintain their dignity and security. It works with **local Area Agencies on Aging (AAAs)** to help older Virginians, their families and loved ones find the services and information they need. This Division also oversees the **Virginia Insurance Counseling and Assistance Program (VICAP)** which provides free, unbiased help with Medicare/Medicaid at local AAAs. Its main phone (804) 662-9333 is available Monday – Friday from 8:30AM to 5PM.
- Runs the **Virginia Office of the State Long-Term Care Ombudsman** which advocates for older persons receiving long-term care services. Local ombudsmen provide information, advocacy, complaint counseling and assistance in resolving care problems. The Long-Term Care Ombudsman Program helps to ensure Cardinal Care members have access to person-centered assistance in resolving problems related to their care and services under Cardinal Care. Medicaid Managed Care Advocates are available to assist Cardinal Care members whether they reside in a long-term care setting or community setting. (See listing on [pages 5.17-5.23.](#))
- Runs **Disability Determination Services (DDS)** which works in partnership with the Social Security Administration and the Virginia Department of Social Services to make decisions on disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and Medicaid Programs. Following federal regulations, DDS commits to making accurate and prompt disability decisions based on medical and psychological evidence. DDS also considers school information and vocational criteria as appropriate. They can be reached at (804) 622-7625.

Local Area Agencies on Aging (AAAs)

<https://dars.virginia.gov/aging/home-community/find-local-aaa/>

- Local agencies that house many services for older Virginians, including: caregiver support; disease prevention and wellness programs; driving & transportation services; in-home services; legal assistance; Medicare Counseling (VICAP Counselors); and the local Long-Term Care Ombudsmen.
- A listing of the AAAs is available on [pages 5.20-5.26.](#)

GLOSSARY OF TERMS

(Sources: the Medicaid Handbooks, the MCO contracts, Healthcare.gov, the Virginia Department of Medical Assistance Services and Virginia Department for Aging and Rehabilitative Services websites)

Authorized Representative – A person who is authorized in writing to conduct the personal or financial affairs for an individual.

Cardinal Care – the single system of care for all Virginia’s Medicaid and FAMIS members. All managed care and fee-for-service members are part of the program. The fee-for-service program continues to serve newly enrolled members for a short time and those with limited health coverage.

Cardinal Care Smiles – Virginia’s dental program for children up to age 21, pregnant individuals, and other adults enrolled in Medicaid/FAMIS programs. It is administered by DentaQuest.

Caseworker/Benefits Program Specialist – Eligibility Worker at the local department of social services who processes the application to determine Medicaid/FAMIS 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.

Coinsurance – The portion of Medicare or private insurance allowed charges for which the patient is responsible, as a percentage.

Copay – The portion of Medicare or private insurance allowed charges for which the patient is responsible, as a flat fee.

CommonHelp – www.commonhelp.virginia.gov is the website where individuals/families can apply for Medicaid, FAMIS and other social services benefits. It is managed by the Virginia Department of Social Services.

Cover Virginia – Virginia’s statewide customer service center providing information and assistance for Medicaid/FAMIS at (855) 242-8282. It 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. They also have access to a language line to provide assistance in other languages.

coverva.dmas.virginia.gov – The Cover Virginia website providing information about Medicaid/FAMIS. It includes information on all the ways to apply for coverage as well as links to other health resources and assistance. Handbooks, applications and marketing materials are all available on the site in PDF format and some are available to order hard copies free of charge.

DARS (Virginia Department for Aging and Rehabilitative Services) – The agency that seeks to improve the employment, quality of life, security, and independence of older Virginians, people with disabilities, and their

families. It offers vocational rehabilitation to assist people with disabilities to prepare for, secure, retain, or regain employment. The agency also houses the **Office of the State Long-Term Care Ombudsman** and the **Virginia Insurance Counseling and Assistance Program**.

Disability Determination Services (DDS) – A division of DARS, DDS works in partnership with the Social Security Administration and the Virginia Department of Social Services to make decisions on disability claims for benefits under the Social Security Disability Insurance, Supplemental Security Income, and Medicaid Programs.

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.

Dual Special Needs Plan (D-SNP) – A Medicare Advantage coordinated care plan option available to individuals who are eligible for both Medicaid and Medicare.

“Extra Help” – Also known as the Low Income Subsidy program. This Medicare program helps lower the cost of prescription drugs. All people enrolled in the Medicare Savings Programs automatically qualify.

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.

Fraud – A deliberate withholding or hiding of information or giving false information to obtain or attempt to obtain Medicaid benefits

Local Area Agencies on Aging(AAA) – Are designated organizations that provide comprehensive services information, and support to older adults, including long-term care ombudsman services and the Virginia Insurance Counseling and Assistance Program (VICAP). A complete listing of these offices is in this section of the *Tool Kit*.

Local Department of Social Services (LDSS) – the city or county DSS office is responsible for the eligibility processing and ongoing management of Medicaid cases. They also issue and process renewals of coverage. A complete listing of these offices is in this section of the *Tool Kit*.

Long-Term Care Ombudsman – Located throughout the state at local Area Agencies on Aging, these workers advocate for older adults and people with disabilities receiving long-term care, including complaint counseling and assistance in resolving care problems. A complete listing of these offices is in this section of the *Tool Kit*.

Managed Care – Delivery of health care services emphasizing the relationship between a primary care provider (PCP) and the 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. Most Virginia Medicaid members* are required to receive their medical care through managed care programs. **Except Spenddown, Emergency Services, MSPs, and Plan First.*

Managed Care Organization (MCO) – is a health plan contracted to provide medical services and coordinate health care services through a network of providers. MCOs 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.

Managed Care Open Enrollment – The time frame in which full-benefit Medicaid/FAMIS members are allowed to change from one MCO to another, without cause, at least once every 12 months. The dates of open enrollment depend upon where the person lives in Virginia. Within sixty (60) days prior to the 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 their current health plan selections until their next open enrollment effective date.

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 ages 19 to 64 with incomes at or below 138% of the Federal Poverty Level. It started in Virginia on January 1, 2019.

Medically Necessary – Reasonable and necessary services for the diagnosis or treatment of an illness or injury or to improve physical functioning.

Medically Needy (“Spenddown”) – Individuals who are ineligible for full benefit ABD Medicaid due to income, but meet the countable resource limit and all nonfinancial requirements can “spend down” their income on eligible medical expenses to qualify for time limited full benefit Medicaid coverage.

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 and funds this program.

Medicaid Enterprise System (MES) – 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.

Out-of-Network Coverage – 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 – A portion of an individual's income s/he must contribute to the cost of their long-term care services.

Premium – The monthly amount paid for a health insurance policy. Medicaid does not have premiums.

Primary Care Provider (PCP) – The doctor or clinic that provides most personal health care needs, gives the Medicaid member referrals to other health care providers when needed, and monitors his/her health. A PCP may be an internist, a pediatrician, OB/GYN, family doctor, or certain clinics and health departments.

Resources (Assets) – Things owned by an individual that s/he has the ability to convert to cash (if not cash already), and that s/he is not legally restricted from using. 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 (with various exclusions).

Social Security Administration (SSA) – The federal agency that administers programs for retirement, disability and survivors' benefits, and runs the SSI program. A listing of local SSA disability offices is included in this section of the Tool Kit.

SSDI (Social Security Disability Insurance) – This program requires a person with a disability to have worked for a substantial period in employment covered by Social Security to qualify. Beginning at age 18, a dependent, adult child of a worker who is retired, disabled or deceased, may be eligible for benefits if the child became permanently disabled before age 22. Benefits also may be paid to a widow or surviving divorced spouse. SSDI is funded through the Social Security Trust Fund. SSDI beneficiaries are automatically enrolled in Medicare Parts A and B after 24 months of receiving benefits (no waiting period).

SSI (Supplemental Security Income) – 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. Children and adults who are blind or disabled can receive SSI benefits.

Spenddown - see "Medically Needy"

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.

Uniform Assessment Instrument (UAI) – This is the pre-admission screening form to evaluate an applicant's ability to complete activities of daily living (ADL).

VaCMS (Virginia Case Management System) – 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 Counseling and Assistance Program (VICAP)

– Coordinated by DARS, VICAP offers free, unbiased help for people with Medicare, including Medicare/Medicaid issues and the Low Income Subsidy (“Extra Help”) program. VICAP counselors work at local Area Agencies on Aging. A complete listing of these offices is in this section of the *Tool Kit*.

Work Requirements – A rule requiring adults enrolled in Medicaid Expansion coverage to complete at least 80 hours per month of work, volunteering, job training, or education in order to remain eligible for benefits, unless they qualify for an exemption. These new federal requirements will be phased in starting in January 2027.

How to Link a Case in CommonHelp

If you have a CommonHelp User ID and Password and your application gets approved, you can link your Commonhelp account with your active Medicaid/FAMIS case and be able to “manage” it through the CommonHelp website.

- To do this go to www.commonhelp.virginia.gov and click on “Check Benefits”.
- On the resulting page enter your User ID in the box and click the “Login” Button.
- On the resulting page, click the “Basic” Button to access your account.
- On the resulting page, enter your Password and Click the “Login” Button.
- Accept the resulting Confidentiality Agreement by clicking the “I Accept” Button.
- On the resulting page, click, the “Manage My Account” Button. Scroll down to “Case Association.”
- Check the box before the statement “I have an existing case with Social Services and would like to associate it with my account” and click the “Link Case” Button.
- Follow the directions on the resulting “Case Association” page. Enter your Case Number and Client ID Number (both can be found in your *Notice of Action* [Approval Notice] or Renewal Notice from your local Department of Social Services). Click “Continue.”
- On the resulting “Case Information” page you should see Case Information including which benefits you have been approved for.
- From here you can: see case details; read about your benefits; report changes; see if your case is due for renewal; and if you are, submit a renewal.
- A detailed video about “Using CommonHelp after Applying,” including information about the linking process can be found at: <https://www.youtube.com/watch?v=mCScYxgwS-M>

Application for a Social Security Card

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>.

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.

To apply for an original card, a person must provide at least two documents to prove age, identity, and US citizenship or current lawful, work-authorized immigration status. If an applicant is not a US citizen and does not have a DHS work authorization, s/he must prove that s/he has a valid non-work reason for requesting a card.

The form provides detailed listings of acceptable evidence to document identity, US citizenship or immigration status on Page 2.

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.



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 5th 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: 571-222-1087

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, 1st 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**

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: 434-970-3444

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

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 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

6641 Short Lane
Gloucester, VA 23061
Phone: 804-693-2671
FAX: 804-693-5511

Goochland DSS

(1800 Sandy Hook Road)
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

8767 Seminole Trail, Ste. 201
Ruckersville, VA 22968
Phone: 434-985-5246
FAX: 434-985-5266

Greenville/Emporia DSS

1100 Greenville County Cir
Emporia, VA 23847
Phone: 434-634-6576
FAX: 434-634-4986

Halifax County DSS

PO Box 1189 (1030 Mary Bethune St)
Halifax, VA 24558
Phone: 434-476-6594
FAX: 434-476-5258

Hampton DSS

400 Butler Farm Road, Ste. 200
Hampton, VA 23666
Phone: 757-727-1800
FAX: 757-727-1835

Hanover County DSS

12304 S. 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)
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 9th 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: 540-948-7585

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, 2nd 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,
Saluda, VA 23149)
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: 540-381-6823

Nelson County DSS

PO Box 357 (203 Front Street)
Lovingston, 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 (831 Park Avenue SW,
Ste. 1)
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

(215 W. Main St., Ste. A)
PO Box 47 Stanley, 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 Drawer 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 (17 Leggett Lane)
Washington, VA 22747-0087
Phone: 540-675-3313
FAX: 540-675-3315

Richmond City DSS

(300 E. Franklin Street)
PO Box 10129
Richmond, VA 23219
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

(10300 Spotsylvania Ave., Ste. 200,
Fredericksburg, VA 22408)
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.)
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 15th 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:*****Central Regional Office –**

Niani Heath
Phone: 804-840-0310
Niani.heath@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.*

Eastern Regional Office –

Ashley Shoemaker
Phone: 757-323-0194
Ashley.shoemaker1@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
*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 –

Rhona Cunningham
Phone: 540-580-3863
Rhona.cunningham1@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.*

Western Regional Office –

Keri Jackson
Phone: 276-613-8472
k.jackson1@dss.virginia.gov
*Cities of Bristol, Galax, Norton and
Radford; Counties of Bland, Buchanan,
Carroll, Dickenson, Floyd, Giles,
Grayson, Lee, Montgomery, Patrick,
Pulaski, Russell, Scott, Smyth,
Tazewell, Washington, Wise and Wythe.*

Virginia's Area Agencies on Aging (AAA) by Planning and Service Area (PSA)

Except where noted, the LTC Ombudsmen phone number is the same as the AAA phone number.

<https://dars.virginia.gov/aging/ombudsman/find-your-local-ombudsman/>

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
01	Mountain Empire Older Citizens PO Box 888 Big Stone Gap, VA 24219 [1501 Third Avenue East]	Phone: 276-523-4202 Toll Free: 800-252-6362 Email: info@meoc.org Website: www.meoc.org/	Counties: <i>Lee, Wise, & Scott</i> Cities: <i>Norton</i>	Ombudsman: Sharon Penley Email: sharon.penley@meoc.org
02	Appalachian Agency For Senior Citizens PO Box 765 Cedar Bluff, VA 24609 [216 College Ridge Road]	Phone: 276-964-4915 Toll Free: 800-656-2272 Email: executive@aasc.org Website: www.aasc.org/	Counties: <i>Buchanan, Dickenson, Russell, & Tazewell</i>	Ombudsman: Laren Murnaham Phone: 276-964-7117 Email: lmurnahan@aasc.org
03	District Three Governmental Cooperative 4453 Lee Highway Marion, VA 24354	Phone: 276-783-8157 Toll Free: 800-541-0933 Email: info@district-three.org Website: www.district-three.org/	Counties: <i>Bland, Carroll, Grayson, Smyth, Washington, & Wythe</i> Cities: <i>Bristol, Galax</i>	Ombudsman: Contact the Office of the State Long-Term Care Ombudsman for Assistance Phone: 804-565-1600
04	New River Valley Agency on Aging 44 Third Street NW, Pulaski, VA 24301	Phone: 540-980-7720 Email: nrvaoo@nrvaoo.org Website: www.nrvaoo.org/	Counties: <i>Giles, Floyd, Pulaski, & Montgomery</i> Cities: <i>Radford</i>	Ombudsman: Janet Brennend Email: ombudsman@nrvaoo.org

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
05	LOA-Area Agency on Aging PO Box 14205 Roanoke, Virginia 24038-4205 [4932 Frontage Road NW, Roanoke 24019]	Phone: 540-345-0451 Toll Free: 888-355-6222 Email: info@loaa.org Website: www.loaa.org/	Counties: <i>Alleghany, Botetourt, Craig, & Roanoke</i> Cities: <i>Clifton Forge, Covington, Salem & Roanoke</i>	Ombudsmen: Angela Hale Delaine Caldwell Phone Extension: 3041 Fax: 540-206-0002 Email: ahale@loaa.org dcaldwell@loaa.org
06	Valley Program for Aging Services, Inc. PO Box 817 Waynesboro, VA 22980 [325 Pine Avenue]	Phone: 540-949-7141 Toll Free: 1-800-868-8727 Email: vpas@vpas.info Website: www.vpas.info/	Counties: <i>Augusta, Bath, Highland, Rockbridge &Rockingham</i> Cities: <i>Buena Vista, Harrisonburg, Lexington, Staunton, & Waynesboro</i>	Ombudsman: John Brownlee Phone: 540-471-9244 Fax: 540-307-8526 Email: john@vpas.info 117 South Lewis Street, Ste. 227, Staunton, VA 24401
07	Seniors First – The Shenandoah Area Agency on Aging 207 Mosby Lane Front Royal, VA 22630-2611	Phone: 540-635-7141 Email: info@seniorsfirst.info Website: https://seniorsfirst.info/	Counties: <i>Clarke, Frederick, Page, Shenandoah, & Warren</i> Cities: <i>Winchester</i>	Ombudsman: Carrington Smith Phone: 540-551-5635 Email: c.smith@seniorsfirst.info
08	Northern Virginia Long-Term Care Ombudsman Program 12011 Government Center Parkway, Suite 708 Fairfax, VA 22035-1104	Phone: 703-324-5861 FAX: 703-653-1796 Website: www.fairfaxcounty.gov/lombudsman	Counties: <i>Arlington, Fairfax, & Loudoun</i> Cities: <i>Alexandria, Fairfax, & Falls Church</i>	Program Director: Camden Doran Ombudsmen: Donna Lee, Kristen Lucia, Liz Rogers, Carl Varner & Katie Patterson Email: nvltpcop@fairfaxcounty.gov

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
08A	Alexandria Division of Aging & Adult Services 4850 Mark Center Dr., 9 th Fl Alexandria, VA 22311	Phone: 703-746-5999 Email: DAAS@alexandria.gov Website: www.alexandriava.gov/Aging	Cities: Alexandria	(See Northern Virginia Long-Term Care Ombudsman Program)
08B	Arlington Agency on Aging 2100 Washington Boulevard, 4th Fl Arlington, VA 22204-5703	Phone: 703-228-1700 Email: arlaaa@arlingtonva.us TTY: 703-228-1788 Website: www.arlingtonva.us/Government/Departments/DHS/Aging-Disability	Counties: Arlington	(See Northern Virginia Long-Term Care Ombudsman Program)
08C	Fairfax Area Agency on Aging 12011 Government Center Parkway, Suite 720 Fairfax, VA 22035	Phone: 703-324-7948 Email: fairfaxaaa@fairfaxcounty.gov Website: www.fairfaxcounty.gov/dfs/olderadultservices/	Counties: Fairfax Cities: Fairfax & Falls Church	(See Northern Virginia Long-Term Care Ombudsman Program)
08D	Loudoun County Area Agency on Aging 742 Miller Drive SE Leesburg, VA 20175	Phone: 703-777-0257 Fax: aaa@loudoun.gov Website: www.loudoun.gov/aaa	Counties: Loudoun	(See Northern Virginia Long-Term Care Ombudsman Program)

5.22 Area Agencies on Aging and LTC Ombudsmen

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
08E	Prince William Area Agency on Aging 5 County Complex, Suite 240 Woodbridge, VA 22192	Phone: 703-792-6374 Email: pwaaa@pwcgov.org Website: www.pwcgov.org/aoa	Counties: Prince William Cities: Manassas, Manassas Park, & Woodbridge	Ombudsman: Rosemari Walker Phone: 703-792-7662 Fax: 703-792-7155 Email: rwalker@pwcgov.org
09	Encompass Community Supports PO Box 1568 Culpeper, VA 22701 [15361 Bradford Road]	Phone: 540-825-3100 Email: contact@ecsva.org TDD: 540-825-7391 Website: https://www.encompasscommunitysupports.org/	Counties: <i>Culpeper, Fauquier, Orange, Madison, & Rappahannock</i>	Ombudsman: Kathi Walker Phone Extension: 3416 Fax: 540-825-0392 Email: kwalker@ecsva.org ombudsman@ecsva.org
10	JABA 674 Hillsdale Drive, Suite 9 Charlottesville, VA 22901	Phone: 434-817-5222 Email: Jaba@jabacares.org Website: www.jabacares.org	Counties: <i>Albemarle, Buckingham, Fluvanna, Greene, Louisa, & Nelson</i> Cities: <i>Charlottesville</i>	Ombudsmen: Tamar Goodale Phone: 434-996-2038 Emails: tgoodale@jabacares.org
11	Central Virginia Alliance for Community Living, Inc. PO Box 1390 Lynchburg, VA 24505 [501 12th Street, Suite A Lynchburg 24504]	Phone: 434-385-9070 Email: cvacl@vcacl.org Website: www.cvacl.org/	Counties: <i>Amherst, Appomattox, Bedford, & Campbell</i> Cities: <i>Bedford & Lynchburg</i>	Ombudsman: Contact the Office of the State Long-Term Care Ombudsman for Assistance Phone: 804-565-1600

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
12	Southern Area Agency on Aging 204 Cleveland Avenue Martinsville, VA 24112-4228	Phone: 276-632-6442 Toll Free: 1-800-468-4571 Email: info@southernaaa.org Website: www.southernaaa.org/	Counties: <i>Franklin, Henry, Patrick & Pittsylvania</i> Cities: <i>Martinsville & Danville</i>	Ombudsmen: Amanda Henley Emails: ahenley@southernaaa.org
13	Lake Country Area Agency on Aging 1105 West Danville St South Hill, Virginia 23970-3501	Phone: 434-447-7661 Email: lakecaaaa@lcaaaa.org Website: www.lcaaaa.org/	Counties: <i>Brunswick, Halifax & Mecklenburg</i> Cities: <i>South Boston</i>	Ombudsman: Stephanie Marks-Williams Phone Extension: 1020 Toll Free: 800-252-4464 Email: swilliams@lcaaaa.org
14	Piedmont Senior Resources Area Agency on Aging, Inc. 1413 S. Main St. Farmville, VA 23901	Phone: 434-767-5588 Toll Free: 800-995-6918 Email: information@psraaa.org Website: www.psraaa.org/	Counties: <i>Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, & Prince Edward</i>	Ombudsman: Jennifer Wall Email: jwall@psraaa.org Fax: 434-264-6548
15	Senior Connections - The Span Center 1300 Semmes Avenue Richmond, VA 23224	Phone: 804-343-3000 Email: contact@spancenter.org Website: www.spancenter.org	Counties: <i>Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent & Powhatan</i> Cities: <i>Richmond</i>	Ombudsmen: Laurie Hunter, Katy Kirk Email: Lhunter@spancenter.org Kkirk@spancenter.org Toll Free: 800-989-2286

5.24 Area Agencies on Aging and LTC Ombudsmen

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
16	Healthy Generations Area Agency on Aging 460 Lendall Lane Fredericksburg, VA 22405	Phone: 540-371-3375 Toll Free: 800-262-4012 Email: info@healthygenerations.org Website: www.healthygenerations.org	Counties: <i>Caroline, King George, Spotsylvania, & Stafford</i> Cities: <i>Fredericksburg</i>	Ombudsman: Aiyana Olhaye Phone Extension: 113 Email: aolhaye@healthygenerations.org
17/ 18	Bay Aging PO Box 610 Urbanna, VA 23175 [5306 Old Virginia Street]	Phone: 804-758-2386 Website: www.bayaging.org/	Counties: <i>Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond & Westmoreland</i>	Ombudsman: Lisa Walker Lynette Thurston Phone Extension: 1234 Email: lwalker@bayaging.org lthurston@bayaging.org
19	Crater District Area Agency On Aging 23 Seyler Drive Petersburg, VA 23805	Phone: 804-732-7020 Fax: 804-732-7232 Website: www.cdaaa.org/	Counties: <i>Dinwiddie, Greensville, Prince George, Surry, & Sussex</i> Cities: <i>Colonial Heights, Emporia, Hopewell, & Petersburg</i>	Ombudsman: Tonizia (Toni) Hill Email: thill@cdaaa.org
20	Senior Services of Southeastern Virginia 2551 Eltham Avenue, Suite Q Norfolk, VA 23513	Phone: 757-461-9481 Fax: 757-461-1068 Website: www.ssseva.org	Counties: <i>Southampton & Isle of Wight</i> Cities: <i>Chesapeake, Franklin, Norfolk, Suffolk, Portsmouth, & Virginia Beach</i>	Ombudsman: Willie Alston Phone: 757-222-4542 Email: walston@ssseva.org

PSA	AAA Name	AAA Contact Information	Service Area	LTC Ombudsman
21	Peninsula Agency on Aging, Inc. 739 Thimble Shoals Boulevard, Suite 1006 Newport News, VA 23606	Phone: 757-873-0541 Email: info@paainc.org Website: www.paainc.org/	Counties: <i>James City & York</i> Cities: <i>Williamsburg, Newport News, Hampton, & Poquoson</i>	
	Bay Aging LTC Ombudsman Regional Office 100 Parker View Court Williamsburg, VA 23188	Phone: 757-220-1577	Counties: <i>James City & York</i> Cities: <i>Williamsburg, Newport News, Hampton, & Poquoson</i>	Ombudsman: Olivia Englehar Phone: 757-808-5275 Email: oenglehart@bayaging.org
22	Eastern Shore Area Agency on Aging- Community Action Agency 5432 Bayside Road Exmore, VA 23350	Phone: 757-442-9652 Toll Free: 800-452-5977 Email: info@esaaacaa.org Website: www.esaaacaa.net/	Counties: <i>Accomack & Northampton</i>	Ombudsman: Marsha Bunting Email: mbunting@esaaacaa.org

Office of the State Long-Term Care Ombudsman

Virginia Department for Aging and Rehabilitative Services
5620 Cox Road, Richmond, VA 23060

Phone: 804-565-1600

FAX: 804-282-0608

Toll Free: 1-800-552-5019

State Ombudsman: Joani Latimer **Email:** joani.latimer@dars.virginia.gov
ombudsman@dars.virginia.gov

5.26 Area Agencies on Aging and LTC Ombudsmen

Virginia Social Security Administration – Disability Field Offices

<https://www.ssa.gov/locator>

NORTHERN

Alexandria

5510 Cherokee Avenue
Suite 200
Alexandria, VA 22312
Phone: 1-800-772-1213
Localities: *Fairfax County, Arlington, Alexandria*

Culpeper

1014 South Main Street
Culpeper, VA 22701
Phone: 1-877-531-4694
Localities: *Culpeper, Fauquier, Madison, Rappahannock*

Fredericksburg

9915 Patriot Highway
Fredericksburg, VA 22407
Phone: 1-800-772-1213
Localities: *Caroline (Northern), King George, Spotsylvania, Stafford, Westmoreland*

Harrisonburg

351 North Mason Street
Harrisonburg, VA 22802
Phone: 1-866-964-1718
Localities: *Page, Rockingham, Shenandoah, Harrisonburg*

Manassas

9500 Center Street
Manassas, VA 20110
Phone: 1-800-772-1213
Localities: *Manassas, Manassas Park, Loudoun, Prince William*

Reston

10800 Parkridge Boulevard,
Suite 100
Reston, VA 20191
Phone: 1-800-772-1213
Localities: *Fairfax County*

Winchester

323 Hope Drive
Winchester, VA 22601
Phone: 1-866-331-2320
Localities: *Clarke, Frederick, Warren, Winchester*

EASTERN

Accomac

Accawmacke Office Park
22581 Center Pkwy
Accomac, VA 23301
Phone: 1-866-964-1019
Localities: *Accomack, Northampton*

Hampton

1521 Hardy Cash Drive,
Ground Floor
Hampton, VA 23666
Phone: 1-866-592-2669
Localities: *Hampton, Poquoson, York*

Newport News

600 Gaston Court
Newport News, VA 23606
Phone: 1-866-331-9169
Localities: *Gloucester, James City, Mathews, Newport News*

Norfolk

5850 Lake Herbert Drive,
First Floor
Norfolk, VA 23502
Phone: 1-866-858-6089
Localities: *Chesapeake, Norfolk*

Portsmouth

3305 Airline Boulevard
Portsmouth, VA 23701
Phone: 1-866-593-8851

Suffolk

502 Hillpoint Boulevard
Suffolk, VA 23434
Phone: 1-866-835-7769
Localities: *Isle of Wight, Southampton, Cities of Franklin and Suffolk*

Virginia Beach

2875 Sabre Street,
Suite 100
Virginia Beach, VA 23452
Phone: 1-888-377-5237

SOUTHSIDE

Danville

3295 US Hwy 29
Danville, VA 24540
Phone: 1-866-331-5398
Localities: *Danville and Pittsylvania*

Martinsville

320 West Commonwealth
Blvd
Martinsville, VA 24112
Phone: 1-877-405-9780
Localities: *Henry, Patrick and Martinsville*

South Boston

2049 Hamilton Boulevard
South Boston, VA 24592
Phone: 1-888-327-1407
Localities: *Halifax, Mecklenburg*

CENTRAL

Charlottesville District Office

1470 Pantops Mountain Place
Charlottesville, VA 22911
Phone: 1-866-613-3959
Localities: *Albemarle, Fluvanna, Greene, Louisa, Nelson (Eastern), Orange and Charlottesville*

Chesterfield

600 Southlake Boulevard
Suite 100
N. Chesterfield, VA 23236
Phone: 1-877-773-7231
Localities: *Chesterfield, Powhatan*

Covington

1010 South Craig Avenue
Covington, VA 24426
Phone: 1-888-527-9334
Localities: *Alleghany, Bath Covington*

Farmville

324 Commerce Road
Farmville, VA 23901
Phone: 1-866-269-4346
Localities: *Amelia, Charlotte, Cumberland, Lunenburg, Nottaway, Prince Edward*

Lynchburg

7618 Timberlake Road
Lynchburg, VA 24502
Phone: 1-866-964-6142
Localities: *Amherst, Appomattox, Bedford (Eastern), Campbell, Nelson (Western)*

Petersburg

100 Poplar Drive
Petersburg, VA 23805
Phone: 1-877-803-6322
Localities: *Dinwiddie, Greenville, Prince George, Surrey, Sussex, Colonial Heights, Hopewell, Petersburg*

Richmond

1834 West Cary Street
Richmond, VA 23220
Phone: 1-866-679-6684
Localities: *Caroline (Southern), Essex, Goochland, Hanover, Henrico, King and Queen, King William, Lancaster, Middlesex, Northumberland, Richmond County and Richmond City*

Sandston

245 E. Williamsburg Road
Sandston, VA 23150
Phone: 1-866-218-2307
Localities: *Charles City, New Kent*

Staunton

Greenbrier Office Park Bldg 2
1600 N Coalter Street
Staunton, VA 24401
Phone: 1-888-632-6896
Localities: *Augusta, Highland, Staunton, Waynesboro*

WESTERN

Bristol

3280 Lee Highway
Bristol, VA 24202
Phone: 1-866-504-5013
Localities: *Bristol, Russell, Smyth, Washington*

Roanoke

612 S Jefferson Street
Suite 100
Roanoke, VA 24011
Phone: 1-866-701-8179
Localities: *Bedford (Western) Botetourt, Craig, Floyd, Franklin, Montgomery, Radford, Roanoke, Salem,*

Wise

253 Ridgeview Road SW
Wise, VA 24293
Phone: 1-800-772-1213
Localities: *Dickenson, Lee, Wise, Norton*

Wytheville

130 Withers Lane
Wytheville, VA 24382
Phone: 1-888-632-6893
Localities: *Carroll, Grayson, Pulaski, Wythe, Galax*

Bland, Buchanan, Giles, and Tazewell are served by the Bluefield West Virginia Office:

3014 E. Cumberland Road
Bluefield, WV 24701
Phone: 1-888-475-0295

Scott County is served by the Kingsport Tennessee Office:

2401 South Wilcox Drive
Kingsport, TN 37660
Phone: 1-888-487-0161

Helpful Sources of Information

Health Insurance Outreach – National Information

The Center on Budget and Policy Priorities: 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.

The Centers for Medicaid and Medicare Services:

www.cms.gov and 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 US 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

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.

The Kaiser Family Foundation (KFF): 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.

Immigration/Citizenship Issues

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

Official information on Public Charge and other immigration issues.

Protecting Immigrant Families: <https://pifcoalition.org/>

The Protecting Immigrant Families campaign is made up of hundreds of diverse organizations. It develops innovative advocacy strategies, distributes educational resources, and keeps 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.



Virginia Poverty Law Center

<https://www.vplc.org/frequently-asked-questions-about-data-privacy-for-immigrants/>

Frequently Asked Questions about Data Privacy for Immigrants and Applying for Public Benefits.

Tax Filing Information

Internal Revenue Service Interactive Tax Assistant (ITA)

<https://www.irs.gov/help/ita>

Since there are tax-based questions on the 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?

More Information on Medicare

Please see the resources below:

- For information about where to find a local Medicare counseling resource, visit: <https://dars.virginia.gov/aging/home-community/medicare-counseling/>
- For general information about Medicare, visit [medicare.gov/](https://www.medicare.gov/), or call 1-800-MEDICARE.

Case Examples

Case #1: GROVER AND BETTY

Grover and Betty are married, and live in Spotsylvania County, Virginia. Both live in their home, and neither is in hospice or receiving community based care. They are over 65 years old, are enrolled in full Medicare, and receive \$2,753 per month in Social Security Retirement.

Grover was hospitalized earlier this month due to cardiac issues, and his bills from that visit totaled \$3,000. Medicare Part A covered \$1,444, but Betty and Grover had to pay \$1,556. They decide to apply for Medicaid, since they have less than \$3,000 in countable resources, and a friend told them they may qualify.

Grover and Betty also have some old bills they still owe, including \$1,200 to Betty's dentist and \$700 in lab and x-ray services that their Medicare Part B didn't cover.

- 1. What is the income Assistance Unit (AU) size for Betty and Grover?**
- 2. What is the resource AU size for Betty and Grover?**
- 3. What is Betty and Grover's countable monthly income?**
- 4. What, if any, Medicaid coverage might Betty and Grover qualify for?**
- 5. What is the applicable Medically Needy Income Limit (MNIL) for Betty and Grover?**
- 6. What is their spenddown liability, and how close are they to meeting it?**

Case #1: GROVER AND BETTY - ANSWER

Grover and Betty are married, and live in Spotsylvania County, Virginia. Both live in their home, and neither is in hospice or receiving community based care. They are over 65 years old, are enrolled in full Medicare, and receive \$2,753 per month in Social Security Retirement.

Grover was hospitalized earlier this month due to cardiac issues, and his bills from that visit totaled \$3,000. Medicare Part A covered \$1,444, but Betty and Grover had to pay \$1,556. They decide to apply for Medicaid, since they have less than \$3,000 in countable resources, and a friend told them they may qualify.

Grover and Betty also have some old bills they still owe, including \$1,200 to Betty's dentist and \$700 in lab and x-ray services that their Medicare Part B didn't cover.

1. What is the income Assistance Unit (AU) size for Betty and Grover?

Since Betty and Grover are married and living together, and neither is institutionalized, they are considered an income AU of 2.

2. What is the resource AU size for Betty and Grover?

Betty and Grover are a resource AU of 2. As a married couple, their countable resource limit for full-benefit Medicaid coverage, and for a spenddown, is \$3,000.

3. What is Betty and Grover's countable monthly income?

Their combined Social Security, \$2,753, minus the standard \$20 disregard, gives them a countable monthly income of \$2,733.

4. What, if any, Medicaid coverage might Betty and Grover qualify for?

Since Grover and Betty are over the income limit for full-benefit coverage and for all of the Medicare Savings Programs that they could be eligible for, they would only be potentially eligible for Medicaid via a spenddown.

5. What is the applicable Medically Needy Income Limit (MNIL) for Betty and Grover?

Since neither is institutionalized, the MNIL will be the 6-month MNIL for a couple. Since Betty and Grover reside in Spotsylvania County, which is a Group I locality, their MNIL will be \$3,214.38 for the 6-month spenddown budget period.

6. What is their spenddown liability, and how close are they to meeting it?

Grover and Betty's spenddown liability would be:

*Countable monthly income \$2,733 x 6 months = \$16,398.00
Minus the applicable MNIL \$3,214.38
\$13,183.62*

Since they have a combination of old bills and new liability totaling \$3,456 (\$1,444 from hospital stay plus \$1,900 in old bills), they have to spend \$9,809.94 during the 6-month period to become eligible for Medicaid.

Case #2: JOHN AND RHETTA

Rhetta and John are married. John is in his late eighties, and Rhetta in her late 50's. John's health is deteriorating. He is enrolled in Medicare, and does not have long-term care insurance. Rhetta is no longer able to care for him at home, and thinks John will be best cared for in a nursing facility near their home where she can visit him daily. They want to apply for Medicaid to help pay for John's nursing needs.

Their local health department conducts a pre-admission screening, and determines that he meets the level of care needed for Medicaid to cover long-term services and supports (LTSS) in the nursing facility. John does not think he will return home.

John receives \$1,667 in Social Security monthly, and a monthly \$750 pension. Rhetta has no income. Besides their home, which is valued at \$250,000, John and Rhetta own \$3,000-worth of gold jewelry, a library valued at \$5,000 total, and a bank account, whose resource value is \$3,000.

- 1. What will John's AU size be when he applies for Medicaid (for income and resources)?**
- 2. What is John's countable income?**
- 3. What is the countable value of John's resources?**
- 4. What, if any, Medicaid coverage might John qualify for?**
- 5. How will John's evaluation change after he is in the nursing facility for one month?**

Case #2: JOHN AND RHETTA - ANSWER

Rhetta and John are married. John is in his late eighties, and Rhetta in her late 50's. John's health is deteriorating. He is enrolled in Medicare, and does not have long-term care insurance. Rhetta is no longer able to care for him at home, and thinks John will be best cared for in a nursing facility near their home where she can visit him daily. They want to apply for Medicaid to help pay for John's nursing needs.

Their local health department conducts a pre-admission screening, and determines that he meets the level of care needed for Medicaid to cover long-term services and supports (LTSS) in the nursing facility. John does not think he will return home.

John receives \$1,667 in Social Security monthly, and a monthly \$750 pension. Rhetta has no income. Besides their home, which is valued at \$250,000, John and Rhetta own \$3,000-worth of gold jewelry, a library valued at \$5,000 total, and a bank account, whose resource value is \$3,000.

1. What will John's assistance unit (AU) size be when he applies for Medicaid (for income and resources)?

John will be a resource AU of 2 initially, since he is married and living with his spouse. He will be an income AU of 1, since his non-ABD spouse has no deemable income.

2. What is John's countable income?

John's combined unearned income is \$2,417 (\$1,667 + \$750). When we subtract the \$20 disregard, this gives him an income of \$2,397.

3. What is the countable value of John's resources?

At his initial application, John's countable resources will total \$3,000. The home is excluded, since Rhetta will still reside there even though John is becoming institutionalized. The jewelry is considered a personal effect and is not a countable resource. John's books are hobby materials and are not considered a countable resource. The only countable resource is the \$3,000 bank account.

4. What, if any, Medicaid coverage might John qualify for?

John may be eligible to receive full-benefit coverage in one of the 300% of SSI covered groups, since his countable resources meet the limit (\$3,000), and his countable income (\$2,397) is below the limit of \$2,982.

5. How will John's evaluation change after he is in the nursing facility for one month?

Once John has been institutionalized for 30+ days, he will be considered a resource AU of 1. If his countable resources are still \$3,000, he may be over the resource limit at that time. John may want to consult a long-term care ombudsman, or a health or elder law attorney, about how best to handle the bank account so that he can maintain his Medicaid eligibility when he is re-evaluated.