

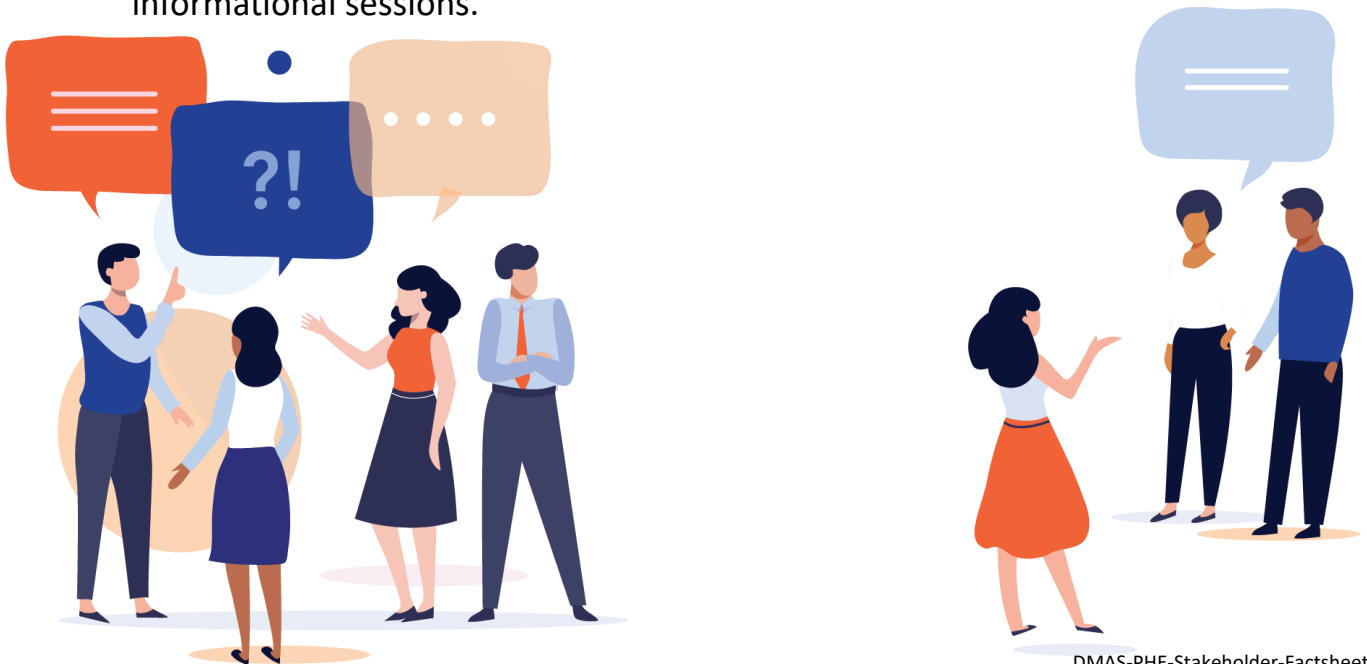
# Help Us Return to Normal Medicaid Enrollment Processes

Since the start of the COVID-19 pandemic, Medicaid members have been able to keep their health coverage even if their eligibility status changed. Soon Virginia and all other states will begin re-evaluating eligibility for Medicaid members. This process will be a heavy lift, and the Virginia Medicaid agency is committed to working in partnership with community partners to ensure our members have the information they need to complete their renewal documents. We need to prepare now!

Federal officials plan to give states 12 months to review Medicaid coverage for all members, but they have not yet announced the start date for this process. We want all eligible Virginians to keep their health coverage. We will need the support of our health care advocates and stakeholders to achieve this goal.

## What Stakeholders/Advocates/Partners Can Do:

- Get as much information as possible on Virginia's plan for re-evaluating and renewing coverage.
- <https://coverva.org/en/phe-planning> Engage in Virginia's planning process
  - Sign up to receive current information on Virginia's planning process via the Medicaid Outreach team's [Bi-Monthly Stakeholder Meeting](#) and [our Partner Points newsletter](#).
  - Identify Medicaid members and partners in your existing system, coalitions or networks, encourage them to access our resources, and invite them to join informational sessions.



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- **Coordinate communications**

- Engage your Medicaid members and your partner networks to read and share messages and resources from Virginia Medicaid about the renewal process.
- Plan your member and partner messaging to coordinate with Virginia’s outreach and communication plan.
- Plan member communications to coincide with coordinated calls to action to:
  - ◆ Update contact information (mailing addresses and phone numbers) to make sure members receive important paperwork.
  - ◆ Respond to notices/renewals and provide needed eligibility verifications. Inform individuals who lose Medicaid coverage about the 90-day reconsideration period for re-enrollment without a new application if they did not return their administrative renewal form or associated verifications.
  - ◆ Use Medicaid coverage to catch up on preventive or delayed care.

- **Help our members take steps now to get ready. Members can make updates to their information:**

- Online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov),
- By calling Cover Virginia at **1-855-242-8282**, or
- By calling their local [Department of Social Services](#).

We will continue to share information for stakeholders, partners and advocates on [Cover Virginia](#) and the [DMAS COVID-19 Response](#) websites.

