

Cover VA Script for Advocate and Stakeholder Presentations

SLIDE 1

- Thank you for inviting me to speak to you today.
- This is an exciting time in Virginia.
- Thousands of Virginians may now apply for quality, low- and no-cost health care coverage.

SLIDE 2

- We are getting many questions about the new coverage options.
- We want to make sure that everyone has accurate information, and all of you can help us spread the word.
- You have been an important part of the work that got us to this point, and we hope that you will continue to support the Cover Virginia outreach campaign.
- You can do that by sharing what you learn today with people in your communities.
- Here are the topics that we are going to cover over the next few minutes.

SLIDE 3

- Until now, few adults in Virginia could qualify for coverage because of the strict rules.
- You probably have met people who have applied in the past and been rejected.
- Our greatest challenge is persuading these people to come back and try again, and we need your help to reach out and let them know that the rules changed on January 1, 2019.
- This is a major change in our program that opens the door to more than 400,000 Virginia adults.
- Many of the new people who will join our program work in jobs that do not offer health insurance.
 - That includes jobs in retail, construction, childcare, landscaping and food service.
- We believe these individuals should have coverage so that they don't have to worry about getting sick or having an accident.
- Applications for the new adult coverage are now being accepted.

SLIDE 4

- The Number 1 question we get is "Who is eligible?"
- There will be an application process to go through all of the requirements, but I can give you the highlights today.
- First, individuals must be between the ages of 19 and 64 to qualify.
- This coverage is not for people who are in Medicare now or eligible for Medicare.

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- Second, individuals must meet income requirements, which vary by the number of people in their family.
- For example, a single adult living alone may be eligible if her or his annual income is at or below \$17,609.
- A parent living with a spouse and a child may be eligible if the total annual income for everyone in the household is at or below \$29,974.

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- The second most common question we hear is “What services are covered?”
- As you can see from the list on the slide, this coverage includes a wide variety of services.
- They include doctor visits, hospital stays, prescription drugs and behavioral health care.
- There are many more services available than we could include on this list, so people should not be discouraged if they don’t see a specific type of medical care that is important to them.

SLIDE 7

- The new adults signing up for coverage will be part of the same programs that our existing members are already using.
- The vast majority of our members today are enrolled in managed care programs, and that will also be true for new members.
- Most people will be covered through our Medallion 4.0 program.
- People who have a complex behavioral or medical condition that limits their daily activities will be enrolled in Commonwealth Coordinated Care Plus (also known as CCC Plus), which is our managed long-term services and supports program.
- The CCC Plus program offers extra support so that these individuals get help with coordinating all of their health care needs.
- Whether individuals are enrolled in Medallion or CCC Plus, they will be able to choose from the six health plans.
- The same six plans are available for both programs.

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- Those of you who work with people who have significant health needs are probably already familiar with CCC Plus, our managed long-term services and supports program.
- If you are helping with outreach to individuals with complex health needs, you will need to have a basic understanding of the term “medically complex,” because that is the category of new adults who will be enrolled in this program.
- The important thing to remember is that an individual is considered to be “medically complex” if he or she has a complex behavioral or medical condition AND functional impairment, meaning the complex condition makes it difficult to handle daily activities on your own.
- Individuals applying for coverage will be asked about the level of their health needs when they enroll. If they mark “yes” on the application question, then they will receive a screening to validate their status as medically complex.
- If you want to ensure that a Medicaid applicant with a chronic condition is initially enrolled in CCC Plus, then please make sure the applicant spends time to answer this question correctly.
- If individuals do not mark “Yes,” on the Medicaid application, they can still be determined medically complex by their health plan.

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- Newly eligible adults may apply for Medicaid coverage, including the new adult coverage:
 - By phone by calling the Cover Virginia Call Center
 - Online by completing an online application at commonhelp.virginia.gov or healthcare.gov
 - By mailing or dropping off a paper application to their local Department of Social Services; or
 - If they want to apply for other social services benefits, they can apply by calling the Virginia

Department of Social Services Enterprise Call Center

- Medicaid applications are accepted year-round.
- Applications for new adult coverage are now being accepted.

SLIDE 10

- If you're interested in learning how to help people apply for Medicaid and FAMIS, then you can participate in Sign Up Now, which is an in-depth training provided by the Virginia Health Care Foundation.
- Trainings are offered throughout the state, so please visit "VHCF dot org slash workshops" to learn about workshop dates and locations.

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- I am sure that you have additional questions, and you will think of even more questions after you get home.
- The most important source of information about this new coverage is our Cover Virginia website.
- That's Cover V-A dot org.

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- When you visit the website, you will have a chance to sign up for regular updates by email and text.

SLIDE 13

- When you get to the home page for coverva.org, click on the first picture to get to the page with information on new adult coverage

SLIDE 14

- You'll find a list of Frequently Asked Questions, brochures and an adult health coverage flyer translated into 18 languages. We will be continuing to add new information to this page regularly.
- Be sure to check out the eligibility screening tool and the resources for advocates.

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- When you click on the screening tool, you will get a series of questions that will help you figure out if a person meets the income rules.

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- When you click on the "Resources for Advocates" link, you'll have access to the Advocates Toolkit, this presentation and script, and other useful materials, including posters and flyers.

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- Please take a brochure with you, visit the Cover Virginia website, and please share this information with people in your community.
- Thanks again for your time.