

Frequently Asked Questions for Medicaid Members

What is the federal public health emergency and how does it affect Medicaid members?

The federal government declared a public health emergency when the COVID-19 pandemic began. Since then, state agencies have continued health care coverage for all medical assistance programs, even for people who are no longer eligible.

When will normal Medicaid processes begin again?

- States will have 12 months to make sure Medicaid members are still eligible for coverage. We do not yet know when this process will start. We will not cancel or reduce coverage for our members without asking them for updated information.

What if members lose their coverage?

We want all eligible Virginians to get and stay covered. If a member no longer qualifies for health coverage from Virginia Medicaid, they will get:

- Notice of when their Medicaid coverage will end,
- Information on how to file an appeal if the member thinks the cancellation decision was incorrect, **and**
- A referral to the Federal Marketplace and information about buying other health care coverage.

What can members do now?

Members can:

- Update their contact information online at commonhelp.virginia.gov or by calling Cover Virginia at 1-855-242-8282. We must have current contact information on file, such as a mailing address and phone number(s), so members receive important notices and so we can reach out if we need more information.
- Watch for and respond quickly to notices about their coverage.
- [Sign up](#) for email and text updates, follow us on social media and visit us at coverva.org and facebook.com/coverva/



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What are the other health care coverage choices?

Virginians who do not qualify for Virginia Medicaid can buy health insurance through [Enroll Virginia](#). Enroll Virginia has offices in communities across the state to helping Virginians get high quality, affordable health coverage. You can sign up for insurance on the Federal Marketplace on [HealthCare.gov](#):

- Within 60 days after losing health coverage or
- Anytime during the annual open enrollment period from November 1 through December 15

Virginians who do **not** qualify for health coverage from Medicaid may be able to get financial help to lower the cost of private health insurance through [HealthCare.gov](#). The amount of financial help is based on the cost of insurance where the applicants live, how many people are in their household, and their estimated yearly income.

Learn more at [enrollva.org](#) or 888-392-5132:

- Get help from trained assisters, called navigators, to sign up for health coverage online or in person.
- Compare plans and cost with an easy, anonymous online tool
- Find out how much financial help you may qualify to receive
- Get enrolled!

How can I get more information?

Virginia Medicaid will keep members up to date through [coverva.org](#), [commonhelp.virginia.gov](#), emails, text messages and social media.

Where can I send questions or share my views?

Members can reach us at covervirginia@dmas.virginia.gov.

Visit the [Cover Virginia](#) website for more information.

