

Renewal Process Flow Sheet

Where are you in this process?

Before your renewal is due, the automated process begins. You will receive something from us whether your benefits continue or if we need more information.

If you receive a letter letting you know you are eligible, you are good to go with Virginia Medicaid!

If you receive a form or checklist, complete it and return it by the due date [the renewal can be submitted by phone at Cover Virginia at 1-855-242-8282 (TTY: 1-888-221-1590), online at CommonHelp.virginia.gov, or in person at your local agency and by mail/fax – information from a checklist can be sent online or in person and by mail/fax. It's very important to return your information so that we can see what you may be eligible for and help send your information to the Marketplace where you may obtain other health care coverage.

If you return your form and all your information, we will review your benefits. You will receive a letter letting you know our decisions, as well as information if you think we made a mistake and how to prepare, and additional steps you can take if your information was referred to the Marketplace.

If you do not return your form or information, then we will close your case for “failure to renew.” You will not be referred to the Marketplace, however you have three months after your case closes to turn in that information without needing to reapply. If you return your information and are eligible we will review your case back to when it closed.

