CardinalCare
Virginia's Medicaid Program

Cardinal Care Checks Your Eligibility Each Year

Cardinal Care (Virginia's Medicaid Program) tries to confirm a member's eligibility and renew their coverage using existing information. If more data is needed, a renewal form is sent to the member. Take the following steps to make sure your eligibility is correctly reviewed!

Get Ready

Report changes that may impact your eligibility, such as income and household size, and make sure the state has your most current contact information - so you don't miss any notices! Updates can be made:

- Online at commonhelp.virginia.gov. If you do not already have an account, create one using your case number or client ID.
- Over the phone with Cover Virginia at 1-855-242-8282 (TTY: 888-221-1590)
- Mail or in-person to your local Department of Social Services.

Review & Respond

- Carefully read all official mail, email or texts about your Cardinal Care coverage.
- Complete all renewal forms and checklists sent to you. Answer every question, update old information, and collect any necessary verifications. The state needs this information to confirm if you are still eligible.

Submit Your Renewal

- It is important to submit your renewal form by the due date or your coverage will end.
- Renewals can be submitted online via Commonhelp, over the phone with CoverVA or to your local Department of Social Services.

If you are no longer eligible for Cardinal Care

Virginians who lose Cardinal Care coverage may be eligible for a Special Enrollment Period to enroll in health insurance through Virginia's Insurance Marketplace. The Marketplace offers affordable coverage options and financial assistance to those who qualify. Visit marketplace.virginia.gov or call 1-888-687-1501 to learn more.

Visit coverva.dmas.virginia.gov for more information about Cardinal Care and to sign up for email and text updates.

For questions, additional help, or language assistance services or large-print, call Cover Virginia at 1-855-242-8282 (TTY: 1-888-221-1590) or email covervirginia@dmas.virginia.gov.

This entity does not discriminate on the basis of race, color, national origin, sex, age, or disability in its programs and services.
Cardinal Care Renewal Poster EN 0425