Frequently Asked Questions for Stakeholders and Advocates

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

The federal government declared a public health emergency when the COVID-19 pandemic began in March 2020. Since then, state Medicaid agencies have continued health care coverage for all medical assistance programs, even if an individual's eligibility changed.

When will normal Medicaid enrollment requirements resume?

We do not know exactly when federal officials will instruct states to return to normal enrollment practices, but we need to prepare now. Here is what we know now:

- States must re-determine coverage for all Medicaid members over a 12-month period, although we do not yet have a start date for this process.
- Virginia will not take any negative action to cancel or reduce coverage for our members without completing a full redetermination of benefits.

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,
- 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.
- Sign up for our electronic newsletter and follow us on social media to get updates.
- **Watch for and respond quickly to notices about their coverage.**

We will post information, resources and tools online:

- For members, partners, and stakeholders at coverva.org and facebook.com/coverva/
- For providers at dmas.virginia.gov/covid-19-response/

COVER VIRGINIA
Connecting Virginians to
Affordable Health Insurance

Improving the health and well-being of Virginians through access to high-quality health care coverage.

VIRGINIA'S MEDICAID PROGRAM
DMAS

What are the other health care coverage choices?

Virginians who do not qualify for Virginia Medicaid can buy health insurance through Enroll Virginia, a network of community-based organizations committed to helping Virginians get high-quality, affordable health coverage. Individuals can sign up for insurance on the Federal Marketplace:

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

Individuals who do **not** qualify for health coverage from Virginia 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 the premiums 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 and certified navigators and enrollment experts to sign up for health coverage online or in person.
- Browse plans and costs with an easy, anonymous online tool.
- Find out how much financial help an individual may qualify to receive.

How will DMAS work with its partners?

- We will work closely with our providers and eligibility partners to redetermine members' eligibility, and only disenroll those who are no longer eligible.
- We will give appropriate notice to all members whose eligibility ends or changes, including appeal information.
- We will work closely with Enroll Virginia and its network to connect Virginians to other health coverage options.

How can I get more information?

Virginia Medicaid will continue to inform members and stakeholders through our Partner Points newsletter, Bi-Monthly Stakeholder Meeting, coverva.org, commonhelp.virginia.gov, emails, text messages and social media.

Where can I submit outstanding questions or provide additional insight?

Members and stakeholders are always encouraged to contact us via covervirginia@dmas.virginia.gov

We will also provide policy and operational information to our partners through stakeholder meetings, at dmas.virginia.gov/covid-19-response/ and through our Partner Points newsletter.