

# Federal Public Health Emergency Unwinding Toolkit

*Normal Medicaid Enrollment Processes Will Start Soon*



# Federal Public Health Emergency Unwinding Toolkit: *Normal Medicaid Enrollment Processes Will Start Soon*

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# COMMONWEALTH of VIRGINIA

## Department of Medical Assistance Services

KAREN KIMSEY  
DIRECTOR

804-786-7933  
[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

**DATE:** FEBRUARY 01, 2022

**TO:** COMMUNITY PARTNERS, STAKEHOLDERS, & ADVOCATES

**SUBJECT:** DMAS RETURN TO NORMAL MEDICAID ENROLLMENT PROCESS TOOLKIT

The purpose of this toolkit is to provide our community partners, stakeholders, and advocates with messaging and resources to support local and state agencies as Virginia prepares to return to normal Medicaid enrollment processes, also known as unwinding. The goal of the outreach messaging and templates is to encourage members to provide updated contact information. The Department of Medical Assistance Services (DMAS) will update this resource and add materials as new federal guidance and additional insights are available.

The outreach resources include messaging and templates that can be used in various forms of outreach, including print, telephonic communications, and digital media. DMAS worked with our many partners to ensure this toolkit contains the messaging and resources needed to engage members immediately. We encourage partners to use this messaging and integrate it into their outreach and social media campaigns. Partners may modify the outreach language to meet any business need; however, the language in these resources must remain the same to ensure consistency in messaging.

DMAS is sharing the outreach language and templates broadly for use by health plans, other state agencies, providers, and other community partners in their outreach activities. Due to this outreach effort, the Medicaid call centers, to include the Cover Virginia Call Center, the CommonHelp portal, and local Department of Social Services offices may experience an increase in activity as Medicaid members provide updated contact information.

If you have any questions or require additional information regarding DMAS's plans for resuming normal Medicaid enrollment operations or outreach efforts, please visit the [Cover Virginia website](https://www.covervirginia.org) or email our team at [covervirginia@dmas.virginia.gov](mailto:covervirginia@dmas.virginia.gov).

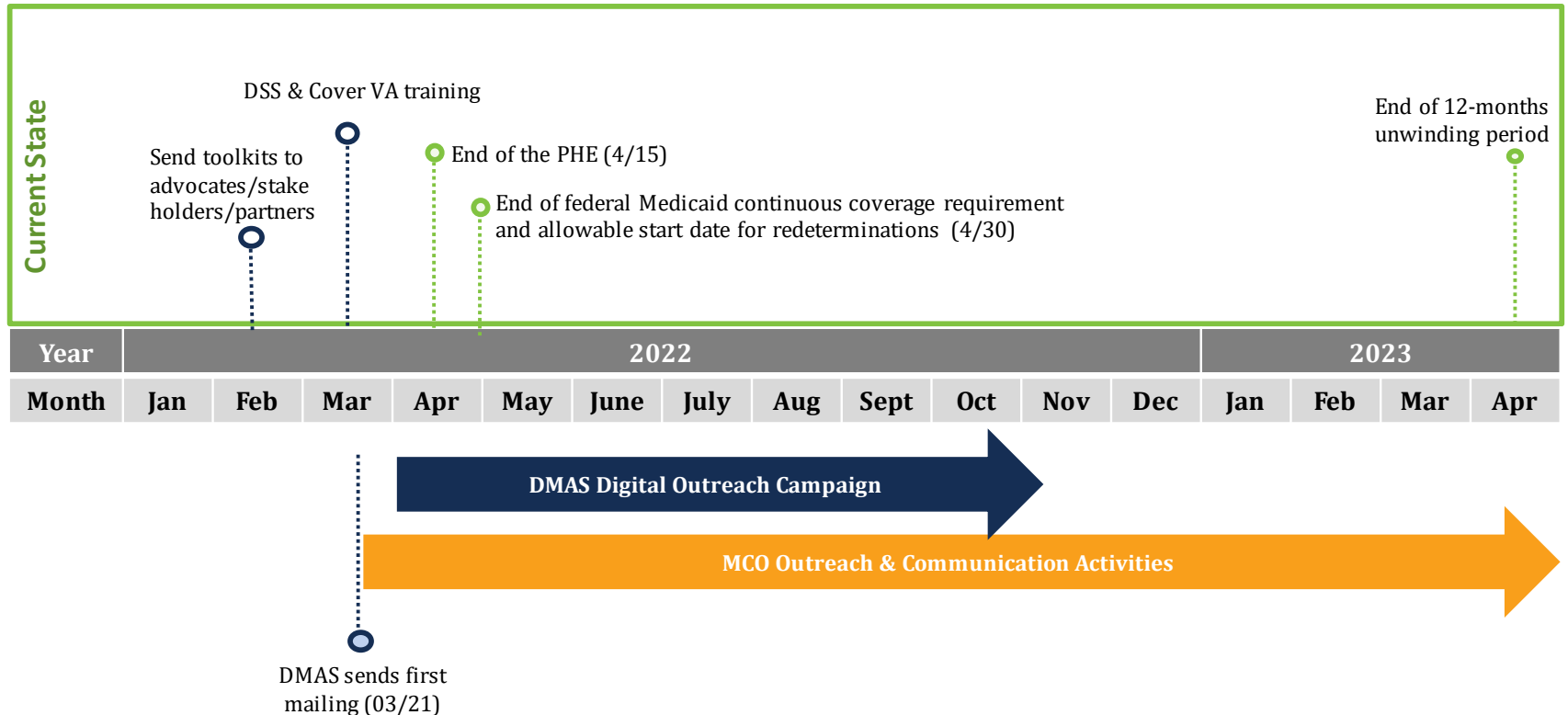
**Sarah Hatton, MHSA**  
Deputy of Administration  
Director's Office  
Virginia Department of Medical Assistance Services

CC: Jessica Anecchini, Senior Advisor, Administration  
Natalie Pennywell, MPH, CHES, Outreach and Community Engagement Manager  
Mariam Siddiqui, MS, Senior Operations Advisor, Administration

Enclosure



# Outreach & Communication Timeline



**NOTE: Dates are subject to change, based on federal guidance and extensions of the Public Health Emergency.**



# Federal Medicaid Continuous Coverage Requirement: Resuming Normal Operations

## PowerPoint Presentation

If you would like someone from DMAS to present to your organization/agency please email us at [covervirginia@dmas.virginia.gov](mailto:covervirginia@dmas.virginia.gov).



# Federal Medicaid Continuous Coverage Requirement: Resuming Normal Operations

If requested, the presentation will include information on the following topics:

- Overview and purpose of information
- Background and continuous coverage
- Federal expectations of states related to “unwinding” continuous coverage
- Continuous coverage in the commonwealth
- Outreach, Engagement and Communications
- Open discussion



# Messaging Samples

*No changes should be made to the DMAS standard language set in the samples and templates.*

## Our outreach and communications goals are to:

- **Educate** - Raise awareness of actions members need to take and when they need to take them to maintain coverage.
- **Engage** - Engage stakeholders, partners, and advocates to align messaging, create “surround sound,” and leverage and build partnerships with trusted messengers.
- **Establish** - Establish feedback loop with stakeholders, partners, and advocates to share input for planning, and to identify and address issues as implementation takes place.

## DMAS’ outreach and communications will be focused around three specific areas:

- **Updating contact information**
- **Completing the renewal process**
- **Losing coverage – next steps (the reconsideration period)**

Ultimately, the goals and objectives of our outreach and communications effort is to align with operational planning and ensure that information reaches Medicaid members to maximize continuity of coverage and effectively communicate how to maintain it.

*Citation: GMMB. (n.d.). Planning for the End of the Continuous Coverage Requirement: A Communications Toolkit for States. Resources for states on unwinding the Medicaid continuous coverage requirement. Retrieved January 19, 2022, from <https://www.shvs.org/resource/phe-unwinding-resources-for-states/>*

# Messaging Samples

## ENewsletter Blurb

- Normal Medicaid Enrollment Processes Will Start Soon! Virginia Department of Medical Assistance Services (DMAS) will soon start to review Medicaid members' health coverage. They will not cancel or reduce coverage for members without asking for updated information, but they need your help to make this a smooth process. You can take steps now to make sure you receive information you will need to renew your coverage. Update your contact information today online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov), by calling Cover Virginia at 1-855-242-8282, or by calling your [local Department of Social Services](#).

## ENewsletter Text

- If you have Medicaid/FAMIS/CHIP health insurance, make sure your current mailing address, email, and phone numbers are up to date so that important information about your coverage gets to you. Visit the [Cover Virginia website](#) for more information or call 1-855-242-8282 to update your contact information today.

## Text Messages

- This is [AGENCY/ORGANIZATION] with a reminder to make sure your current address, email, and phone number is in our records. It is important to keep your contact information up to date so we can reach you about any changes to your [MEDICAID/FAMIS/CHIP] coverage. Visit the [Cover Virginia website](#) for more information or call 1-855-242-8282 to update your contact information today.

## Email Text

- **Re: Make Sure [AGENCY/ORGANIZATION] Can Reach You**

Have you moved in the past three years? Has your address or contact information changed? It is important to make sure your health insurance moves with you.

Moving can be overwhelming—take a moment today to confirm that [AGENCY/ORGANIZATION] has the correct mailing address, phone numbers, and email address on file so we can reach you in case of any changes to your health coverage. You may be notified of steps you need to take to keep your coverage.

Visit the [Cover Virginia website](#) for more information or call 1-855-242-8282 to update your contact information today.

## Website Text

- Have you moved in the past three years? Has your address or contact information changed? Please make sure [MEDICAID/FAMIS] has your current mobile phone number, email, and mailing address so our records are up to date. It's important to make sure we can reach you with information about changes to your health insurance. There may be steps you need to take to keep your coverage. Visit the [Cover Virginia website](#) for more information or call 1-855-242-8282 to update your contact information today.

## Social Media Posts

- **Message 1:**

Don't miss out on important health coverage information from Virginia Medicaid! It's time for Medicaid members to update their contact information. Take action today!

(computer emoji) Visit [commonhelp.virginia.gov](https://commonhelp.virginia.gov)

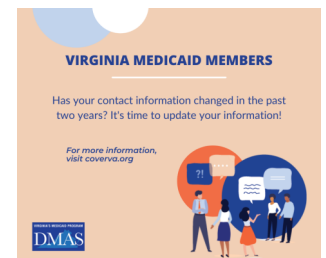
(phone emoji) Call 1-855-242-8282 (TDD: 1-888-221-1590)

(building emoji) Call your local Department of Social Services



- **Message 2:**

Did your contact information change over the past two years? Let us know! It's important that we are able to reach you with information about your coverage, such as reminders to renew your coverage. Visit <https://coverva.org/en/phe-planning> to learn how to update your information today!



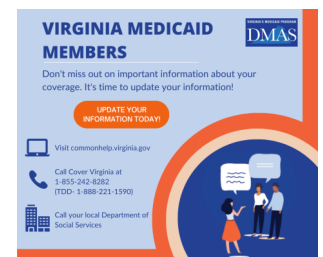
- **Message 3:**

It's important that Virginia Medicaid has your most current mailing address, phone number and email address so we can reach you with information about your health coverage. Don't miss out on any updates!

(computer emoji) Visit [commonhelp.virginia.gov](https://commonhelp.virginia.gov)

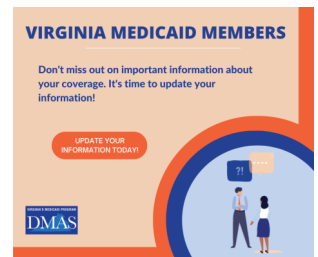
(phone emoji) Call 1-855-242-8282 (TDD: 1-888-221-1590)

(building emoji) Call your local Department of Social Services



- **Message 4:**

Updating your contact information for Virginia Medicaid is easy! Visit [commonhelp.virginia.gov](https://commonhelp.virginia.gov) to report any changes and make sure we can reach you with important information about your health coverage.



- **Message 5:**

Attention Virginia Medicaid members: it's time to update your contact information! Make sure we can reach you with important updates about your health coverage.

(computer emoji) Visit [commonhelp.virginia.gov](https://commonhelp.virginia.gov)

(phone emoji) Call 1-855-242-8282 (TDD: 1-888-221-1590)

(building emoji) Call your local Department of Social Services



# Stakeholder Outreach Materials

- Factsheet
- Frequently Asked Questions (FAQs)
- Flier
- Poster





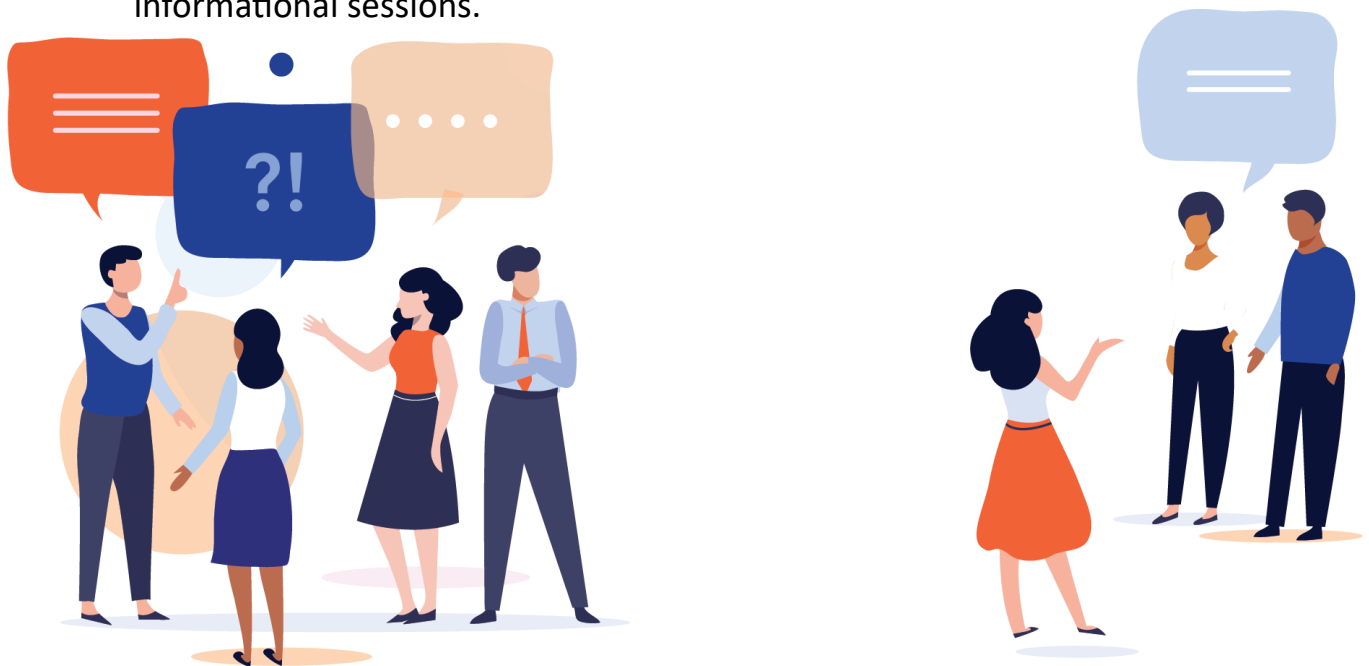
# Help Us Return to Normal Medicaid Enrollment Processes

Since the start of the COVID-19 pandemic, Medicaid members have been able to keep their health coverage even if their eligibility status changed. Soon Virginia and all other states will begin re-evaluating eligibility for Medicaid members. This process will be a heavy lift, and the Virginia Medicaid agency is committed to working in partnership with community partners to ensure our members have the information they need to complete their renewal documents. We need to prepare now!

Federal officials plan to give states 12 months to review Medicaid coverage for all members, but they have not yet announced the start date for this process. We want all eligible Virginians to keep their health coverage. We will need the support of our health care advocates and stakeholders to achieve this goal.

## What Stakeholders/Advocates/Partners Can Do:

- Get as much information as possible on Virginia's plan for re-evaluating and renewing coverage.
- <https://coverva.org/en/phe-planning> Engage in Virginia's planning process
  - Sign up to receive current information on Virginia's planning process via the Medicaid Outreach team's [Bi-Monthly Stakeholder Meeting](#) and [our Partner Points newsletter](#).
  - Identify Medicaid members and partners in your existing system, coalitions or networks, encourage them to access our resources, and invite them to join informational sessions.



- **Coordinate communications**

- Engage your Medicaid members and your partner networks to read and share messages and resources from Virginia Medicaid about the renewal process.
- Plan your member and partner messaging to coordinate with Virginia’s outreach and communication plan.
- Plan member communications to coincide with coordinated calls to action to:
  - ◆ Update contact information (mailing addresses and phone numbers) to make sure members receive important paperwork.
  - ◆ Respond to notices/renewals and provide needed eligibility verifications. Inform individuals who lose Medicaid coverage about the 90-day reconsideration period for re-enrollment without a new application if they did not return their administrative renewal form or associated verifications.
  - ◆ Use Medicaid coverage to catch up on preventive or delayed care.

- **Help our members take steps now to get ready. Members can make updates to their information:**

- Online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov),
- By calling Cover Virginia at **1-855-242-8282**, or
- By calling their local [Department of Social Services](#).

We will continue to share information for stakeholders, partners and advocates on [Cover Virginia](#) and the [DMAS COVID-19 Response](#) websites.



# 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](https://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](https://coverva.org) and [facebook.com/coverva/](https://facebook.com/coverva/)
- For providers at [dmas.virginia.gov/covid-19-response/](https://dmas.virginia.gov/covid-19-response/)



## 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 December 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](mailto: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](#).

**Normal Medicaid enrollment processes will return soon, and we want all eligible Virginians to keep their health coverage.**

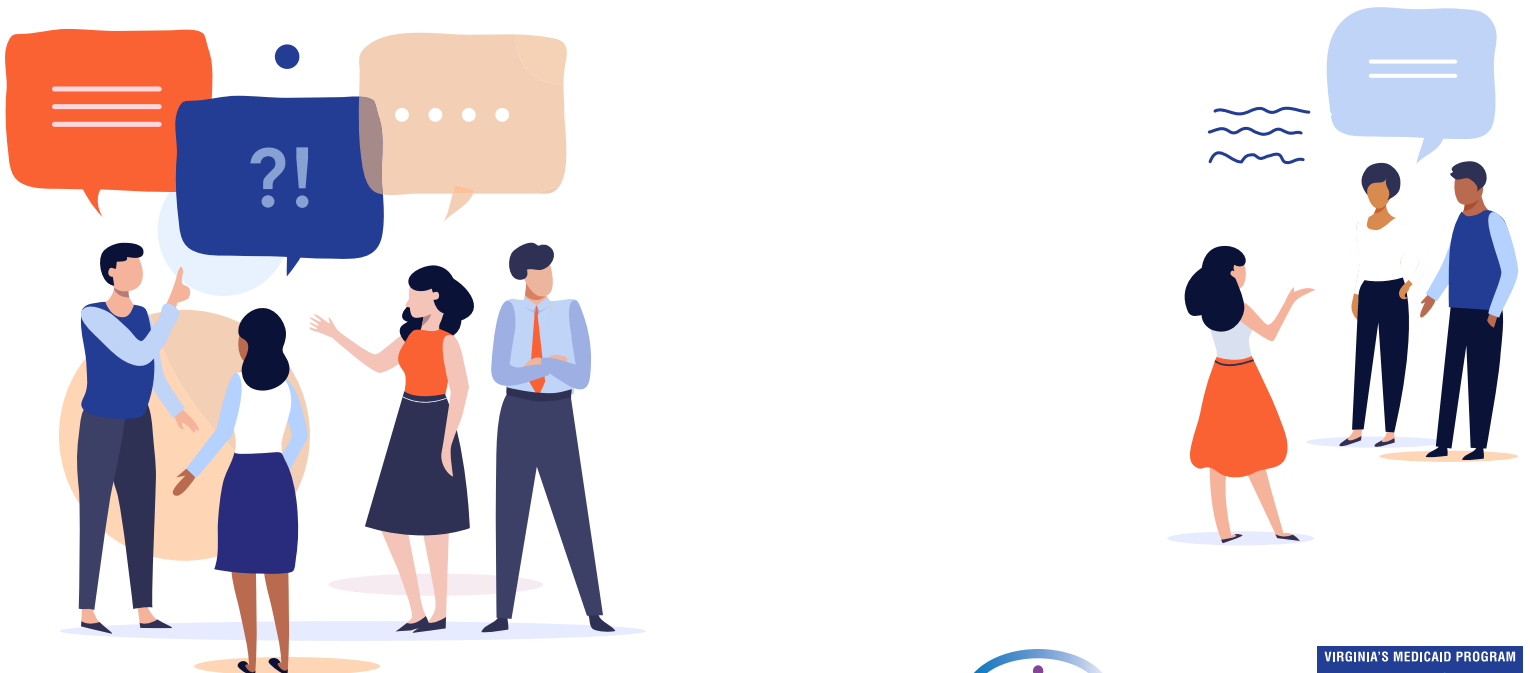
We need the most up-to-date **mailing address and phone number** to make sure members receive important paperwork.

**Members can make updates:**

- Online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov)
- By calling Cover Virginia at 1-855-242-8282, or
- By calling their [local Department of Social Services](#)

**Spread the word to community members, patients, family, friends, neighbors and anyone else who might be enrolled in Medicaid to keep our communities covered!**

Visit the [Cover Virginia](#) and [DMAS COVID-19 Response](#) websites to learn more.



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\*Please request 11 x 17 poster print file from Cover Virginia website

# Member Outreach Materials

- Factsheet
- Frequently Asked Questions (FAQs)
- Flier





# Normal Medicaid Enrollment Processes Will Start Soon

Virginia and other states will soon start to review Medicaid members' health coverage. We will not cancel or reduce coverage for our members without asking for updated information, but we need your help to make this a smooth process. **You can take steps now to make sure you receive information you will need to renew your coverage.**

## What Medicaid Members Can Do:

- Update your contact information. You can make updates:
  - Online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov)
  - By calling Cover Virginia at 1-855-242-8282, **or**
  - By calling your [local Department of Social Services](#)
- Take action when you get official notices from Virginia Medicaid, other state agencies, community groups, and health care providers asking you to:
  - Update contact information (mailing addresses and phone numbers)
  - Respond to notices/renewals to confirm that you are eligible
  - Use your coverage to catch up on preventive or delayed care
- Learn more about Virginia's plans
  - Visit the [Cover Virginia](#) website for updates
- Read the Medicaid [Members Frequently Asked Questions](#) and [updated COVID-19 Medicaid Information Eligibility, Enrollment, and Appeals](#) fact sheets.
  - [Sign up](#) for email and text updates, and follow us on social media.

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





# 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](https://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](https://coverva.org) and [facebook.com/coverva/](https://facebook.com/coverva/)



- Continued on other side -

## 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
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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](mailto:covervirginia@dmas.virginia.gov).

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



**Normal Medicaid enrollment processes will return soon, and we want all eligible Virginians to keep their health coverage.**

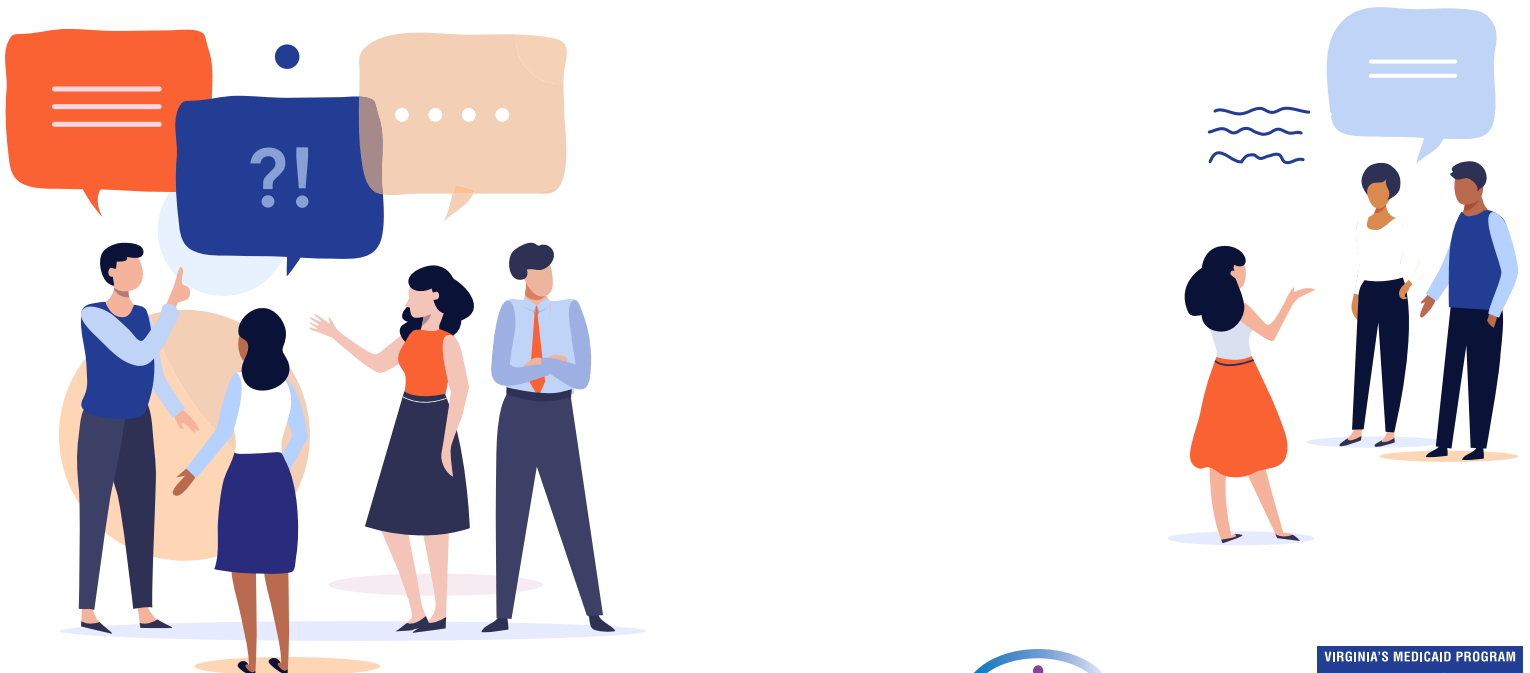
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**Spread the word to community members, patients, family, friends, neighbors and anyone else who might be enrolled in Medicaid to keep our communities covered!**

Visit the [Cover Virginia](#) and [DMAS COVID-19 Response](#) websites to learn more.



# Outreach Templates

*No changes should be made to the DMAS standard language set in the samples and templates.*

Full scale templates will be located on the [Cover Virginia website](https://www.covervirginia.org). Reach out to us at [covervirginia@dmas.virginia.gov](mailto:covervirginia@dmas.virginia.gov) if you have any questions.

- Post card (front & back) Sizes: 4x6 and 5x7
- Folded Mailer
- Event A-Frame
- Window Cling Sizes: 5x7 and 8x10
- Bi-Fold Brochure
- Rack card



## PHE 4x6 Post Card

## PHE 5x7 Post Card

Address area

VIRGINIA'S MEDICAID PROGRAM  
**DMAS**

Address area

VIRGINIA'S MEDICAID PROGRAM  
**DMAS**

**Normal Medicaid Enrollment Processes Will Start Soon!**

- Virginia Department of Medical Assistance Services (DMAS) will soon start to review Medicaid members' health coverage. They will not cancel or reduce coverage for members without asking for updated information.
- You can take steps now to make sure you receive information you will need to renew your coverage. Update your contact information today online at [commonhelp.virginia.gov](http://commonhelp.virginia.gov), by calling Cover Virginia at 1-855-242-8282, or by calling your local Department of Social Services.

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## PHE Folded Mailer

back

681

Department of Medical Assistance Services  
600 East Broad Street, Richmond, VA 23219

PRSRST STD  
US Postage  
PAID  
Richmond, VA  
Permit 11005

Address area

VIRGINIA'S MEDICAID PROGRAM  
**DMAS**

**Normal Medicaid Enrollment Processes Will Start Soon!**

- Virginia Department of Medical Assistance Services (DMAS) will soon start to review Medicaid members' health coverage. They will not cancel or reduce coverage for members without asking for updated information, but they need your help to make this a smooth process.
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## PHE A-Frame

### Normal Medicaid Enrollment Processes Will Start Soon!

#### Sub-header

We need the most up-to-date *mailing address, phone number, and email address* to make sure Medicaid members get important paperwork.

#### Members can make updates:

- Online at [commonhelp.virginia.gov](http://commonhelp.virginia.gov)
- By calling Cover Virginia at 1-855-242-8282
- By calling their local Department of Social Services



Take action quickly when you get a notice from the Virginia Department of Medical Assistance Services (Medicaid), other state agencies, community groups, and health care providers.



## PHE A-Frame Evergreen



### Keep Your Medicaid Information Current

We need the most up-to-date *mailing address, phone number, and email address*.

#### SUB HEADER TEXT

#### Members can make updates:

- Online at [commonhelp.virginia.gov](http://commonhelp.virginia.gov)
- By calling Cover Virginia at 1-855-242-8282
- By calling their local Department of Social Services



## PHE Window Cling 8 x 10



### Keep your Medicaid Information Current

We need the most up-to-date *mailing address, phone number, and email address*.

#### Members can make updates:

- Online at [commonhelp.virginia.gov](http://commonhelp.virginia.gov)
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## PHE Window Cling 5 x 7



### Keep your Medicaid Information Current

We need the most up-to-date *mailing address, phone number, and email address*.

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# Additional Resources

- [Virginia Association of Free and Charitable Clinics \(VAFCC\)](#)
- [Virginia Health Care Foundation \(VHCF\)](#)
- [Virginia Poverty Law Center \(VPLC\)](#)
- [CommonHelp Virginia](#)





# FREE CLINICS CARE FOR VIRGINIA

[www.vafreeclinics.org](http://www.vafreeclinics.org)

[www.freeclinicscare.org](http://www.freeclinicscare.org)

## VAFCC MEMBER CLINICS REPORTED IN CY20:



**60+** FREE CLINICS  
ENGAGED **6,900+**  
VOLUNTEERS



PROVIDED  
**\$117 MILLION**  
WORTH OF CARE



TO **74,000+**  
VULNERABLE PATIENTS  
IN **193,000+**  
PATIENT VISITS

### PRIMARY CARE SERVICES:



**94%** have  
on-site medical



**92%** offer  
pharmacy services



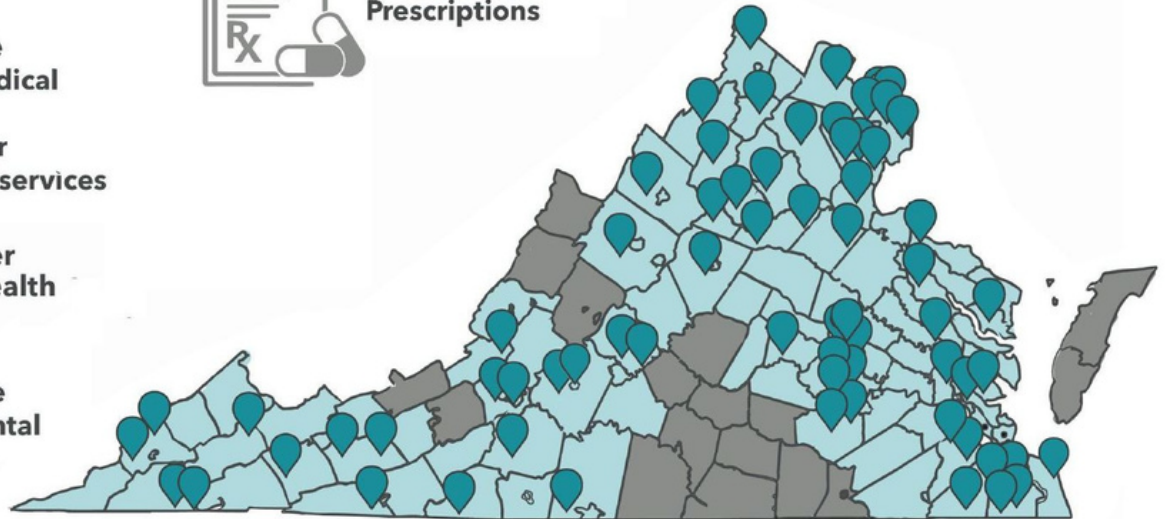
**60%** offer  
mental health  
services



**54%** have  
on-site dental



**353,000+**  
Prescriptions



## Ensuring Equitable Access to Comprehensive, Quality Health Care

Virginia's free and charitable clinics are safety-net, not-for-profit, health care organizations that utilize a volunteer-driven, staff-supported model to provide a range of inclusive, high-quality health care services that can include medical, dental, pharmacy, vision, and/or behavioral health in addition to a variety of support services focused on social determinants of health. Often, free and charitable clinic patients are working individuals and families who do not qualify for Medicare or Medicaid yet can't afford the high cost of private insurance and are simply struggling to make ends meet. Clinics offer services at no cost to patients suffering economic hardship however, patients who can afford to invest in their own health and wellbeing are asked to make a nominal contribution towards their care. In this way, clinics are an affordable option for those who lack insurance. Clinics serve as an efficient and high-quality medical home for individuals in need and are here to provide an essential safety net to care for those who might otherwise go without it.



# VAFCC

VIRGINIA ASSOCIATION OF FREE AND CHARITABLE CLINICS



## **Project Connect Application Assisters**

### **What is *Project Connect*?**

Since 1999, Application Assisters (AA) from the Virginia Health Care Foundation's (VHCF) *Project Connect* initiative have helped more than 129,000 Virginians enroll in or renew their eligibility for Medicaid or FAMIS coverage.

These specially trained AAs are located in areas of the state with high numbers of uninsured Virginians. They work closely with local schools, medical providers, health departments, childcare providers, faith-based organizations, and businesses to identify those who are eligible for coverage. They provide 1:1 help completing applications and coordinate with the state call center or the applicant's local Department of Social Services to solve problems, as necessary.

In addition, *Project Connect* AAs contact members they've helped, to remind them to renew their Medicaid/FAMIS each year.

*Project Connect* Application Assisters also:

- Conduct public awareness and outreach campaigns/activities in their communities;
- Develop and sustain referral partnerships with community organizations;
- Present information about the Medicaid/FAMIS programs to individuals and small groups;
- Educate individuals and families about Medicaid/FAMIS; and
- Assist with and participate in community outreach events.

### **How do I find my local *Project Connect* Application Assister?**

A coverage map, including *Project Connect* Application Assisters' contact information, is attached. For updated contact information for *Project Connect* Application Assisters, please go to [vhcf.org/who-and-how-we-help/medicaid-famis-outreach-enrollment/project-connect/](http://vhcf.org/who-and-how-we-help/medicaid-famis-outreach-enrollment/project-connect/).

### **What is the best way to contact a *Project Connect* Application Assister?**

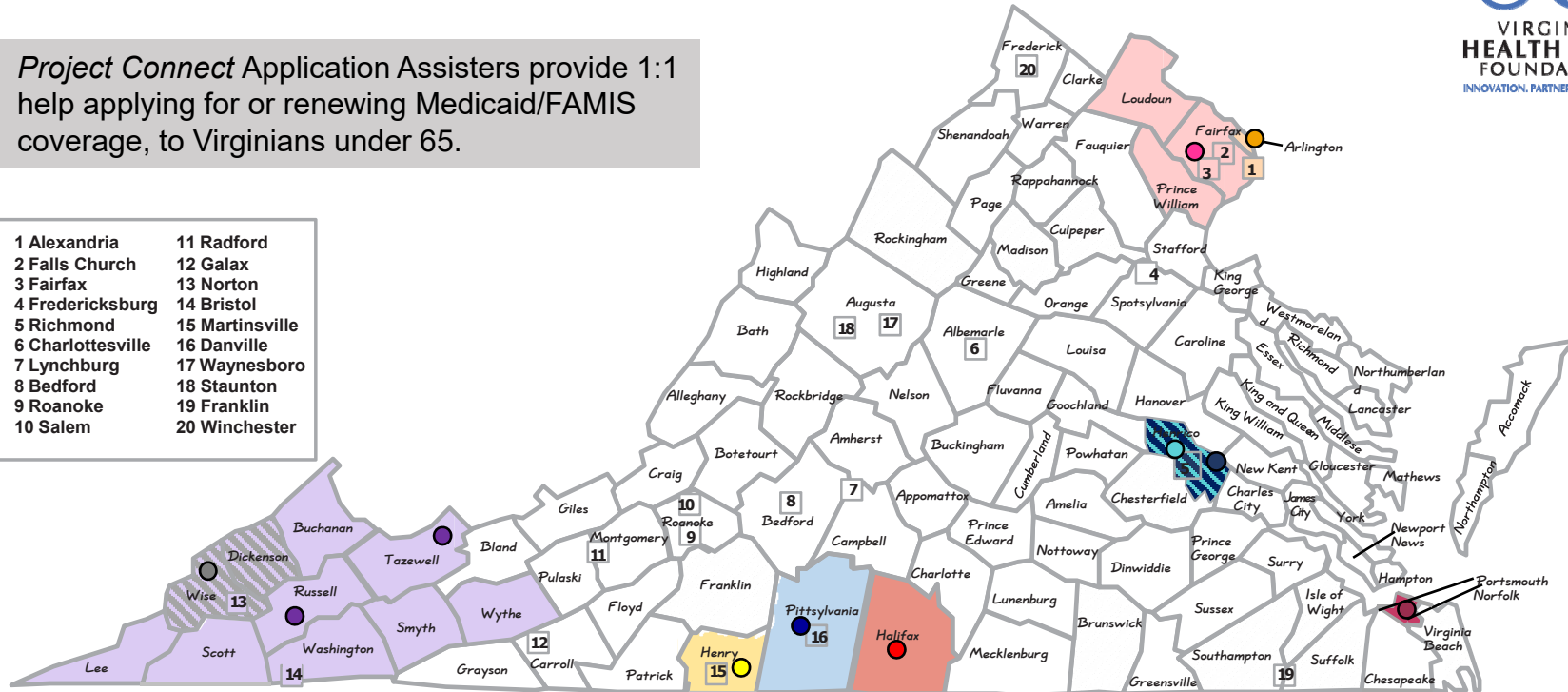
Assisters are available by phone or email. You can also call VHCF at 804-828-6062, or email [signupnow@vhcf.org](mailto:signupnow@vhcf.org), for help connecting with your local *Project Connect* Application Assister.

# Project Connect Application Assisters



*Project Connect* Application Assisters provide 1:1 help applying for or renewing Medicaid/FAMIS coverage, to Virginians under 65.

- |                   |                 |
|-------------------|-----------------|
| 1 Alexandria      | 11 Radford      |
| 2 Falls Church    | 12 Galax        |
| 3 Fairfax         | 13 Norton       |
| 4 Fredericksburg  | 14 Bristol      |
| 5 Richmond        | 15 Martinsville |
| 6 Charlottesville | 16 Danville     |
| 7 Lynchburg       | 17 Waynesboro   |
| 8 Bedford         | 18 Staunton     |
| 9 Roanoke         | 19 Franklin     |
| 10 Salem          | 20 Winchester   |



Program	Service Area	Contact Information
Cumberland Plateau Health District	Buchanan, Dickenson, Lee, Russell, Scott, Tazewell, Washington, and Wythe Counties; Bristol & Norton Cities	Pat McGlothlin: (276) 415-3337
Danville-Pittsylvania Community Services	Danville City, Pittsylvania County	Francina Jones: (434) 799-0456, ext. 3810
M-HC Coalition for Health & Wellness	Henry County, Martinsville City	Ann Walker: (276) 732-0509
The Health Wagon	Dickenson and Wise Counties	Donna Crabtree: (276) 328-8850, ext. 120
Virginia Legal Aid Society	Halifax County	Liz Cunningham: (434) 515-0497
Neighborhood Health	Alexandria City, Southern Fairfax, Arlington County	Eduardo Mantilla-Torres (703) 535-5568, ext. 2410
Norfolk Department of Public Health	Norfolk City	Denise Parker: (757) 285-7841 or Ester DeJesus-Melvin: (757) 683-8774
Partnership for Healthier Kids	Fairfax, Loudoun, and Prince William Counties	Team of CareLink Specialists: Fairfax County: (703) 698-2550; Loudoun County: (703) 579-7161; Prince William County: (703) 967-3772
Richmond City Health District	Richmond City, Henrico County	Richmond City: Jasmine Hawkins (804) 664-4759; Henrico County: Lyric Shipp (804) 807-1873
Virginia Health Care Foundation	Richmond City, Chesterfield & Henrico Counties	Norma Ryan: (804) 955-9578

# Get covered. Stay covered.

Have peace of mind and find affordable, high-quality health coverage with the Marketplace or Medicaid!

## Key Things to Remember

- More financial assistance is available now than ever before on the Marketplace.
- Outside of Open Enrollment, you can enroll in Marketplace coverage **ONLY IF** you qualify for a "Special Enrollment Period" due to certain life changes (e.g. loss of other coverage, permanent move, change of income, marriage).
- Unlike the Marketplace, Medicaid accepts applications year-round.
- There is no tax penalty if you don't have health insurance in 2022, but staying covered is **SMART!** You never know when you might get sick or have an accident.
- Marketplace and Medicaid enrollees need to shop for the right plan that fits their budget and includes their doctors, hospital, and medicines.
- Local help is available in your community!

## Who Can Help

**Enroll Virginia** can help you apply, compare plans, and enroll in Marketplace or Medicaid coverage. We can answer your questions, see if you can get help paying for coverage, and more! Navigators are trained to give assistance that's free and unbiased.

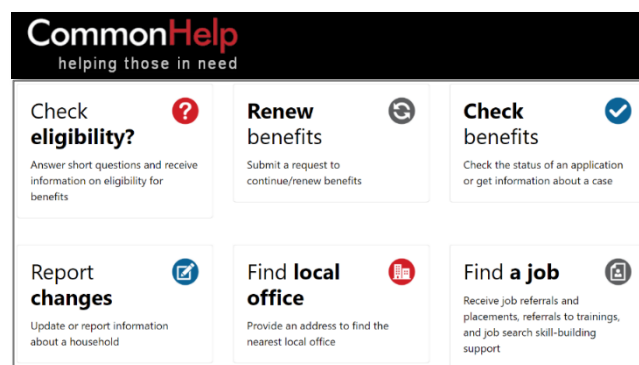


## Where to Find Help

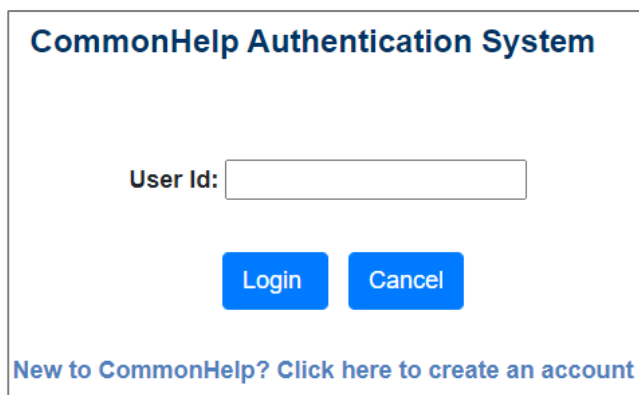
- Website: **enrollva.org**
- Statewide Toll-free Hotline: **1-888-392-5132**
- E-mail: **info@enroll-virginia.com**
- Schedule an Appointment with an Assister Near You: **enrollva.org/get-help**
- Find a community event in your area: **enrollva.org/events**
- Apply online: **healthcare.gov**
- Marketplace Call Center: **1-800-318-2596** (TTY users 1-855-889-4325)
- Virginia Medicaid and FAMIS insurance programs: **coverva.org** or call 1-855-242-8282; online application at **commonhelp.virginia.gov**
- Facebook: **facebook.com/enrollva** & Twitter: **@enrollvirginia**

# Updating Your Contact Information Online: CommonHelp - [www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

You may have used CommonHelp to apply for health care coverage or other benefits, but did you know you can report changes and submit your renewal online? To make sure we can reach out to you during your annual renewal for health care coverage, we need your contact information. You can check your current information and make updates by associating your case to your CommonHelp account!



If you've applied in the past you may already have an account, but if you don't remember or don't have an account you can navigate to [Check benefits](#) on the CommonHelp homepage. You can then click a link to create an account. Once you create your account, you can use the Manage function to associate your case to your account using your VaCMS case and client numbers found on your most recent notice you were sent about your health care coverage.



CommonHelp has a number of guides and videos that can walk you through several processes during and after applying. Navigate to the [New to CommonHelp?](#) link on the main page in the [About Benefits](#) section!





*No changes should be made to the DMAS standard language set in the samples and templates.*

The Department of Medical Assistance Services (DMAS) will update this resource and add materials as new federal guidance and additional insights are available. Information about the federal public health emergency can be found on the [Cover Virginia website](https://www.covervirginia.org).

Reach out to us at [covervirginia@dmas.virginia.gov](mailto:covervirginia@dmas.virginia.gov) if you have any questions.

*This document is for use by Community Stakeholders, Health Plans, and Government Agencies.*

DMAS-PHE1 0222



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

