

Medicaid Member Journey

Apply!



Apply to Cardinal Care, Virginia's Medicaid Program by mail, in-person, over the phone, or online!

Connect!



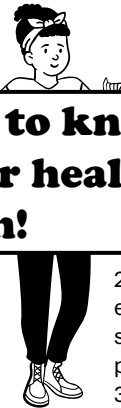
Sign up for our newsletter, download the app, and follow us on social media for up-to-date Cardinal Care info

Coverage begins!



Once approved, you will get a letter!
Your Cardinal Care ID card will be mailed to you 7-10 days after enrollment. Coverage typically starts on the first day of the month in which you apply and are found to be eligible.

Get to know your health plan!



1. You will be assigned to one of Cardinal Care's health plans
2. Each health plan has enhanced benefits; you can select a plan online or over the phone
3. Your health plan will mail you your health plan member ID card

You and your doctor!



Find a primary care provider in your network!
Remember to bring your Cardinal Care ID card and your health plan ID card to every appointment.
Your doctor's office will work directly with your health plan on billing. If you get a bill, reach out to your health plan.

Keep your coverage!



Update your contact and eligibility information!
Your eligibility will need to be re-verified and your coverage renewed on a regular basis. You can change your health plan during open enrollment each year.