

## How to Apply for Medicaid

Virginians must meet specific income thresholds and/or other eligibility criteria before qualifying to receive Medicaid benefits. There are multiple ways to apply:

- Call **833-5CALLVA (833-522-5582)** and they will direct you to the best place for assistance.
  - You can also call **888-221-1590 (TDD)**.
  - If you are applying for additional benefits such as the Supplemental Nutrition Assistance Program (SNAP), call the Enterprise Call Center at **855-635-1370**.
- **Apply online** at CommonHelp: [commonhelp.virginia.gov](https://commonhelp.virginia.gov)
  - Or apply online at the Health Insurance Marketplace: [marketplace.virginia.gov](https://marketplace.virginia.gov)
- **Mail, fax, or drop off** a paper application to the local Department of Social Services.
  - Visit <https://coverva.org/en/apply> to print an application, or visit <https://www.dss.virginia.gov/localagency/index.cgi> to find the phone number and locations of the local departments.

For help with applying, general program information, eligibility requirements, application status, explanation of coverage and benefits, and assistance with application issues, individuals should contact the Cover Virginia Call Center at **1-855-242-8282** (toll free) or **1-888-221-1590** (TDD) or visit [www.coverva.org](https://www.coverva.org). To find local assisters to work with individuals through the application process, visit <https://coverva.dmas.virginia.gov/apply/find-help-in-your-area/>.

## Information for Members Post Enrollment

Visit <https://coverva.dmas.virginia.gov/members/> to learn more about member handbooks, reporting changes, and renewing coverage. In addition, if a member wants to report a change such as moving, a new household member, or a request to discontinue their coverage, they can do so via phone through Cover Virginia or their local worker, by mail/fax/in person, or online. Visit <https://coverva.dmas.virginia.gov/members/update-your-information/> for more information about setting up an online account on CommonHelp.

## Need Constituent Assistance or Additional Information?

If you are an elected official and have an inquiry or if you need to contact us on behalf of a constituent, please contact Will Frank, Senior Advisor for Legislative Affairs, at [Will.Frank@dmas.virginia.gov](mailto:Will.Frank@dmas.virginia.gov). For all other inquiries, please contact the Department of Medical Assistance Services at 804- 786-7933.