



Commonwealth of Virginia

Virginia Department of Medical Assistance Services

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DMAS Hosts Summit to Educate Stakeholders about Unwinding Process

Return to normal enrollment processes for all Medicaid members to start
April 1, 2023

Richmond – The Virginia Department of Medical Assistance Services (DMAS) yesterday gathered over 300 health care advocates, Medicaid providers and others to provide education and answer questions about the return to normal enrollment process for all 2.2 million Medicaid members. This pre-pandemic process of reviewing a member's eligibility for Medicaid services will resume on April 1, 2023, due to the recent passing of the federal [Consolidated Appropriations Act 2023](#) announcing the end of the continuous coverage requirement on March 31, 2023.

The Unwinding Summit brought experts together from across the state to discuss the specifics of the continuous coverage requirements, how DMAS and its partners are collaborating on the return to normal enrollment, and how to address common issues. The summit is one of many ways the agency is preparing to address one of the largest health care initiatives of this decade.

Virginia Secretary of Health and Human Resources John Littel welcomed the group and expressed his appreciation for their support and dedication. "The return to normal enrollment process will be an entirely new experience for members who gained Medicaid coverage during the pandemic," said Secretary Littel. "I commend DMAS and its partners for preparing early and making sure Medicaid members know what they need to do in order to stay covered."

The passing of the Consolidated Appropriations Act 2023 decoupled the continuous coverage requirement from the federal public health emergency. This means all states will return to their normal enrollment processes, including redeterminations and processing reductions and closures of coverage. This three-year pause on redeterminations provided a safety net for Virginians who faced unprecedented personal and financial challenges during the COVID-19 pandemic. While Virginia will initiate its first month of redeterminations in March 2023, disenrollment will not begin until April 30, 2023.

“DMAS is committed to doing everything possible to ensure that Virginians continue to receive the health coverage that they deserve,” said DMAS Director Cheryl Roberts. “We need your support to encourage Medicaid members to update their contact information, check their mail and respond quickly so they can reduce gaps in their coverage and minimize disruptions in their care.”

Virginians who no longer qualify for Medicaid may qualify for other health coverage options such as the Federal Marketplace, private insurance, or free clinics. Other participants at the summit, including the Virginia Department of Social Services (VDSS), the Virginia Health Benefit Exchange, the Virginia Poverty Law Center, the Virginia Health Care Foundation, and the Virginia Association of Health Plans, also shared their perspectives and plans on how they will assist Virginians to stay covered. Highlights from these presentations indicated that approximately one-third of all cases are expected to be redetermined automatically, and roughly 14% of the Commonwealth’s total Medicaid enrollees may lose coverage. The national average for loss of Medicaid coverage due to continuous coverage is around 20%.

“Reviewing eligibility for all 2.2 million Medicaid members is a tremendous task that requires the collaboration from all of our partners,” said Sarah Hatton, DMAS Deputy for Administration. “We are grateful for the support of organizations such as the Virginia Poverty Law Center and the Virginia Health Care Foundation for their dedication to helping Virginians stay covered.”

To help Medicaid members during this redetermination process, interested stakeholders can encourage Medicaid members to update their contact information in one of the following ways:

- Online at www.commonhelp.virginia.gov
- By calling Cover Virginia at 1-833-5CALLVA (TDD: 1-888-221-1590)
- By calling their local [Department of Social Services](#), or
- By contacting their Medicaid Managed Care Organization (MCO or health plan).

For more information about the Virginia Medicaid redetermination effort, visit [Return to Normal Enrollment \(coverva.org\)](#).

About the Virginia Department of Medical Assistance Services

The Virginia Department of Medical Assistance Services (DMAS) plays an essential role in the Commonwealth's health care system by providing lifesaving medical coverage to one in four Virginians. For more information, visit www.dmas.virginia.gov.

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