

BROADCAST DMAS-67

DATE: May 27, 2021

TO: Local directors and Medicaid staff

FROM: Cindy Olson, Director, Eligibility and Enrollment Services, Department of Medical Assistance Services (DMAS)

SUBJECT: Correct Email Address for Cover Virginia

CONTACT: USA.CoverVA-DSS.Comm@coverva.org

This broadcast contains a correction from a previous broadcast. The Cover Virginia Emailbox address for local offices to communicate with the Cover Virginia CPU changed April 1, 2021. This change was primarily due to Cover Virginia's transition to a new vendor—Maximus, Inc. The new Emailbox address has been slightly modified to: @coverva.org. The new Emailbox address is: USA.CoverVA-DSS.Comm@coverva.org

This Emailbox is used by LDSS to contact the Cover Virginia CPU to maintain the line of communication between Cover Virginia and LDSS regarding case issues, for questions, and requests from local agencies. For example, an applicant who has a pending application at Cover Virginia applies for the Supplemental Nutrition Assistance Program (SNAP) at the LDSS. The LDSS needs the pending case transferred to them and emails an "LDSS to Cover Virginia Communication Form" to USA.CoverVA-DSS.Comm@coverva.org to request the transfer.