

BROADCAST DMAS-69

DATE: June 3, 2021

TO: Local directors and Medicaid staff

FROM: Cindy Olson, Director, Eligibility and Enrollment Services Division, Department of Medical Assistance Services

SUBJECT: New Single Stop Customer Service Phone Number

CONTACT: Susan Martin at susan.martin@dmas.virginia.gov or 804-629-4053

The 2020 Session of the General Assembly mandated the Department of Medical Assistance Services (DMAS) to work with the Virginia Department of Social Services (VDSS) to establish a single toll-free telephone number for Virginia social benefits call centers.

Effective July 1, 2021, the new toll-free telephone number is 833-5CALLVA (833-522-5582).

The new telephone number will help route Virginians to the appropriate call center based on their questions or needs and will include options to reach the DSS Enterprise call center, Cover Virginia call center, and Medicaid Member Helpline. All current call center numbers will continue to be active.

We appreciate your help with ensuring agency staff who interact with the public are aware of the new number.