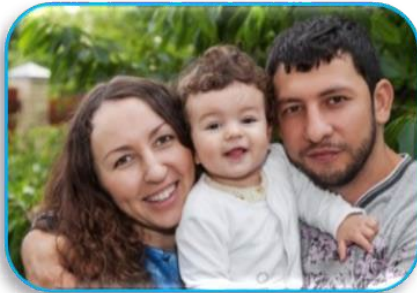


Medicaid 101



1 in 5 Virginians are Medicaid members



Medicaid/CHIP covers 1 in 3 births in Virginia



1 in 5 Medicaid Members have a Behavioral Health Diagnosis

What is Virginia Medicaid?

Virginia Medicaid plays a critical role in the lives of more than 1.8 million Virginians, providing high-quality health care coverage for those most in need. Medicaid members include children, pregnant/postpartum women, parents and caretakers, low-income adults, older adults, and individuals with disabilities.

98% of Medicaid members with full-benefit coverage are served through managed care. This public-private partnership offers members the choice of five statewide managed care organizations (MCOs). In 2024, Virginia Medicaid rebranded all member-facing health coverage programs under a single name, Cardinal Care. Cardinal Care includes all Medicaid members in managed care, fee-for-service, Family Access to Medical Insurance Security (FAMIS) and Plan First.

What does Medicaid Cover?

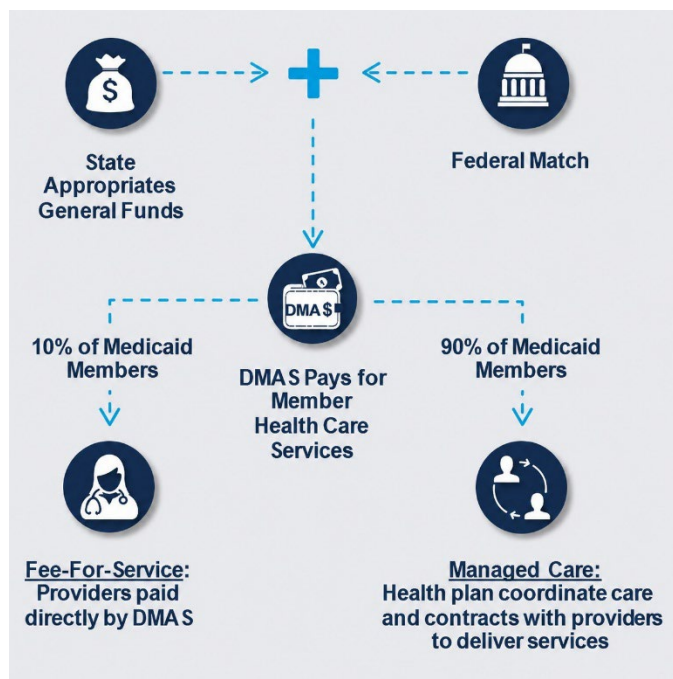
Medicaid covers primary and specialty health services, inpatient care, behavioral health, and addiction and recovery treatment services. In addition, Medicaid long-term services and supports enable thousands of Virginians to remain in their homes or to access residential and nursing home care.

Covered Medicaid Services:

- Acute Care, Primary Care, Behavioral Health, Addiction Treatment, Long-Term Services and Support, Dental (Adults and Children)

How is Medicaid Funded?

Medicaid and the Children's Health Insurance Program (CHIP, known in Virginia as "FAMIS") are administered by the Department of Medical Assistance Services (DMAS) and are jointly funded by Virginia and the federal government under Titles XIX and XXI of the Social Security Act.



How to Apply for Medicaid

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

- Over the phone with Cover VA at **855-242-8282**
 - If you are hearing impaired and using a teletypewriter (TTY) device, contact via the TTY number at **1-888-221-1590**
 - If you are applying for additional benefits such as the Supplemental Nutrition Assistance Program (SNAP), please call the Enterprise Call Center at **855-635-1370**.
- **Apply online** at CommonHelp: commonhelp.virginia.gov
 - Or apply online at the Health Insurance Marketplace: marketplace.virginia.gov.
- Visit <https://coverva.dmas.virginia.gov/apply/applications/> to print an application and return via any of the following methods:
 - **Mail to:** Cardinal Care Correspondence Center
P.O. Box 1820
Richmond, VA 23218
 - **Fax to:** 1-888-221-9402
 - **Drop-off** at your local Department of Social Services

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 (TTY) or visit www.coverva.dmas.virginia.gov. 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 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 Department of Social Services, by mail/fax/in person, or online. Visit 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. For all other inquiries, please contact the Department of Medical Assistance Services at 804-786-7933.