

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.