



A Provider's Guide to Redetermination

Medicaid Redetermination Talking Points

General Information

- With the end of the public health emergency, the Department of Medical Assistance Services (DMAS) is beginning to process Medicaid renewals again. Starting in March 2023, Virginia will begin reviewing your patients' health coverage to make sure they still qualify; however, closures will not occur before April 30, 2023.
- Medicaid members must renew their Medicaid health coverage each year (annual renewal). If your patient's local department of social services (DSS) has all the information to complete the renewal, it will be reviewed automatically. Your patient will get a letter in the mail telling them if they will keep their coverage for another year.
 - If the renewal cannot be completed automatically, your patient will get a paper renewal form in the mail. This means your patient **must** take action to renew health coverage.
 - If your patient does **not** complete their renewal, they will lose their Medicaid health coverage.
- Aetna Better Health of Virginia has a dedicated phone number for existing members to call with questions about redeterminations only. Members can call **1-833-419-3653**. For all other member-related questions, they can call Member Services at **1-800-279-1878 (TTY: 711)**.

Key Information about Renewals

DMAS needs the most up-to-date **mailing address and phone number** to make sure Medicaid members get important paperwork. Your patients can make updates:

- Online at **commonhelp.virginia.gov**
- By calling Cover Virginia at **1-855-242-8282**
- By calling their local Department of Social Services

Where to Point Your Patients to Get More Information

Your patients can renew their health coverage in 1 of 3 ways:

1. **Online:** Go to **commonhelp.virginia.gov**. Select "Renew my benefits."
2. **By phone:** Call Cover Virginia at **833-5CALLVA (TTY: 1-888-221-1590)**.
3. **By mail or in person:** Fill out the paper renewal form. Your patients will get this as a letter in the mail. They are to return it to their local DSS. Their local DSS can help them if they have questions about getting this form.

Medicaid Redetermination FAQ

When does the process start?

Starting in March of 2023, Virginia will begin reviewing your patients' health coverage to make sure they still qualify. Your patients are advised to look out for official mail, email, or texts to tell them what they need to do to renew their health coverage. They will need to share updated information for themselves and their family members to keep your health coverage.

Will my patient's health coverage be cancelled?

Medicaid members' health coverage will not be cancelled or reduced without asking for updated information from them first. If your patient receives a letter stating they are required to renew and do not follow the instructions to renew, they may lose coverage.

What if my patient loses their coverage?

If your patient no longer qualifies for health coverage from Virginia Medicaid, they will get:

- Notice of when the Medicaid coverage will end.
- Information on how to file an appeal if your patient thinks the decision was incorrect.
- A referral to the Federal Marketplace and information about buying other health care coverage.

What if a Medicaid member does not respond to requests for information?

Not responding to requests for information may result in loss of health coverage.

One of my patients has not received any letters. What's going on?

Because the state needs to look at everyone's health coverage, your patient may not hear from them for a while. Keeping an eye out for communications from us and the state is key to ensure they meet important deadlines! Be sure to let your patients know this. Your patients also may not get a renewal letter if the state renews their coverage automatically. If that happens, your patient will receive a letter in the mail letting them know that their health care coverage will continue without any action needed.

What can I do to help my patients now?

Tell your Medicaid patients to update their contact information by calling Cover Virginia at **1-855-242-8282** or online at **commonhelp.virginia.gov**. The state must have current contact information on file, such as a mailing address and phone number(s), so your patients can get important notices and so they can reach out if more information is needed.

How can my patients get more information?

Recommend your patients to go to **CoverVA.org** or **commonhelp.virginia.gov** to learn more about renewing their Medicaid coverage. Medicaid members can also call their local Department of Social Services or Cover Virginia. Medicaid members can also request to meet with someone at their local DSS agency if needed. If your Medicaid patients have any questions, need help, or need language assistance services or large-print, call Cover Virginia at **1-855-242-8282** or email Cover Virginia at **covervirginia@dmas.virginia.gov**.