**Frequently Asked Questions**

**How can I get health coverage?**
You can apply for Medicaid at any time at [http://commonhelp.virignia.gov/](http://commonhelp.virignia.gov/). Medicaid covers a variety of services, including testing and treatment for COVID-19.

**I am sick but cannot afford my co-pay to see the doctor. What should I do?**
All Medicaid and FAMIS co-pays are eliminated. You do not need to pay anything to see a doctor.

**I am worried my prescriptions will run out. How can I prepare?**
Medicaid is allowing members to fill a 90-day supply of many routine prescriptions. Check with your pharmacist or doctor.

**Check out our FAQs**
for answers to more of your questions.

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**Stay Connected!**
Sign up for regular updates and information about your health coverage and COVID-19

**Follow us on social media**
to keep up with the latest Medicaid news on coronavirus.

- CoverVA
  - [Facebook](https://www.facebook.com/CoverVA)
  - [Twitter](https://twitter.com/CoverVA)
  - [LinkedIn](https://www.linkedin.com/company/coverva)

Have other questions about how Medicaid is improving access to care in response to COVID-19?
Contact DMAS here:

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For more information about COVID 19, visit the Virginia Department of Health website at [www.vdh.virginia.gov](http://www.vdh.virginia.gov)
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I am sick but cannot afford my co-pay to go to the doctor. What should I do?
All co-pays for Medicaid and FAMIS covered services are eliminated. You do not need to pay anything to see a doctor.

I am worried that my prescriptions will run out. How can I prepare?
Medicaid is allowing its members to fill a 90-day supply of many routine prescriptions. Check with your pharmacist or doctor.

Will my current coverage be canceled if I experience a change in circumstances and/or I was late mailing in my renewal documents?
No, Virginia Medicaid will not cancel coverage for eligible individuals due to a change in circumstances or paperwork issues. Our priority is to maintain your coverage during this time. If you experience issues, please contact [http://www.dmas.virginia.gov/contactforms/#/general](http://www.dmas.virginia.gov/contactforms/#/general) so that we might assist you.

I had to move out of Virginia temporarily because of the coronavirus, but I am still a resident of Virginia. Can I keep my Medicaid coverage?
Yes, you will continue to be eligible for Medicaid coverage.

Can I receive behavioral health services through telehealth or by telephone?
Virginia Medicaid has issued guidance to providers allowing the following Medicaid services to be offered through telehealth and by telephone: care coordination, case management, peer services, needs assessments, and psychiatric services, including medication management and individual, group, and family therapy.

Will Medicaid make changes in its appeals procedures because of COVID-19?
Yes. DMAS is making the following changes:

- DMAS is seeking federal authority to accept client/member appeals filed during the COVID-19 emergency that miss the normal filing deadlines. If the authority is granted, those appeals will move forward as if the deadlines were met. This policy will apply retroactively for the length of the Governor’s emergency declaration, which began on March 12, as soon as approval is received.
- For all appeals filed during the state of emergency, Medicaid members will automatically keep their health coverage and have access to Medicaid-covered medical services without any financial impact while the appeal is proceeding. Medicaid managed health plans will also approve continued coverage while their internal appeal process is underway.
- All DMAS State Fair Hearings will be conducted by telephone.
- DMAS will grant requests to reschedule hearings.
- Appeals may be submitted to DMAS via e-mail at Appeals@DMAS.Virginia.gov

State Fair Hearing decisions may not be issued within the normal timeframe, depending on the length of the emergency.
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 804-786-7933 (TTY: 1-800-343-0634).

Español (Spanish)
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 804-786-7933 (TTY:1-800-343-0634).

한국어 (Korean)

Tiếng Việt (Vietnamese)

Français (French)

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 804-786-7933 (телетайп: 1-800-343-0634).

فارسی (Farsi)
804-786-7933 (TTY:1-800-343-0634)

Amharic (Amharic)
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Urdu
اردو خدمہ ممدہ عہدہ سے متعلق: رکن آپ کا موبائل 804-786-7933 (TTY:1-800-343-0634)

Deutsch (German)

Buganda (Bengali)
লঃ বাংলা: যদি আপনার বাংলা, কথা বলতে পারেন না, তবে কথা সম্পর্কে সেরা সেরা আপনকে মূল উপাদান করতে পারে। ফান কঃ ৮০৪-৭৮৬- ৭৯৩৩ (TTY: ১-৮০০-৩৪৩-০৬৩৪)

Ɓàsɔɔ̀-wùɖù-po-nyɔ̀ (Bassa)
Dë dë nià ke dyéde gbo: Ë jù jë m [Ɓàsɔɔ̀-wùɖù-po-nyɔ̀] jù ni, ni, à wùɖù kà kò dò po-po ɓë n m gbo kpáa. Dà 804-786- 7933 (TTY: 1-800-343-0634)

èdè Yorùbá (Yoruba)
AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 804-786-7933 (TTY:1-800-343-0634).