

Provider Notice

Subject: Preparations to Resume Normal Eligibility and Enrollment Operations: Member Toolkit and Resource Information

This communication is being sent on behalf of the Virginia Department of Medical Assistance Services (DMAS)

TO: All Providers Participating in the Virginia Medicaid and FAMIS Programs

FROM: Karen Kimsey, Director, Department of Medical Assistance Services (DMAS)

DATE: 3/11/2022

SUBJECT: Preparations to Resume Normal Eligibility and Enrollment Operations: Member Toolkit and Resource Information

The purpose of this bulletin is to notify providers that DMAS has assembled a toolkit of information and materials to assist Medicaid members as our agency resumes normal eligibility and enrollment operations. Government agencies sometimes refer to this process as “unwinding”, the Federal continuous coverage requirements established in response to COVID-19. While DMAS does not yet know the official date for resuming normal operations, we are preparing Virginians through outreach and communications reminding Medicaid members to ensure their contact information is current if they have moved or updated their mailing address/phone number(s).

Cover Virginia Toolkit and Materials can be found here: <https://coverva.org/en/toolkits-materials>

DMAS will continue to send additional resources prior to and during the unwinding period. The member toolkit and other resources for members and stakeholders are available on the Cover Virginia/Cubre Virginia websites. Please share this information with Medicaid members and display appropriate materials in your office(s).

If you have any questions or require additional information regarding DMAS’s plans for resuming normal Medicaid enrollment operations or outreach efforts and resources, please visit <https://coverva.org/en>, <https://cubrevirginia.org/es>