



Provider Notice

This communication is being sent on behalf of the Virginia Department of Medical Assistance Services.

We recently made some changes to the GAP online application. These changes were made to assist in your submission of the online application. If you received an error message on the online application last week, please try again. If you continue to receive an error message, please contact the Cover Virginia GAP Unit Call Center at 1-855-869-8190 for assistance in resolution.

Please ensure you have the following available to assist us in the error identification and resolution:

1. A screen shot of the entire error message
2. The step of the application you were completing when the error message was received
3. The data you were entering when you received the error
4. Your NPI number
5. The name of the applicant
6. The name of the person submitting the application