

COVID-19 FAQs for Medicaid Members

How can I get health coverage?

You can apply for Medicaid at any time at [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov). Medicaid covers a variety of services, including testing and treatment for COVID-19.

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 and 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> 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.