

New Health Coverage for Virginia Adults

Enrollment Pathways

The new adult population will enroll in coverage through a variety of enrollment pathways, including streamlined enrollment processes



**Auto-Transition
to Full Benefit
Medicaid**

Limited Benefit Programs

GAP (Governor's Access Plan) Adults 21 to 64 years of age with Severe Mental Illness (SMI)
Plan First Family planning services \leq 138% FPL



**Express
Application**

SNAP beneficiaries Supplemental Nutrition Assistance Program
Parents of Child(ren) enrolled in Medicaid



**Transition from
HealthCare.gov to
Virginia Medicaid**

Individuals currently enrolled in a qualified health plan (QHP) from the Federally-facilitated Exchange (FFE), also known as the Marketplace or HealthCare.gov

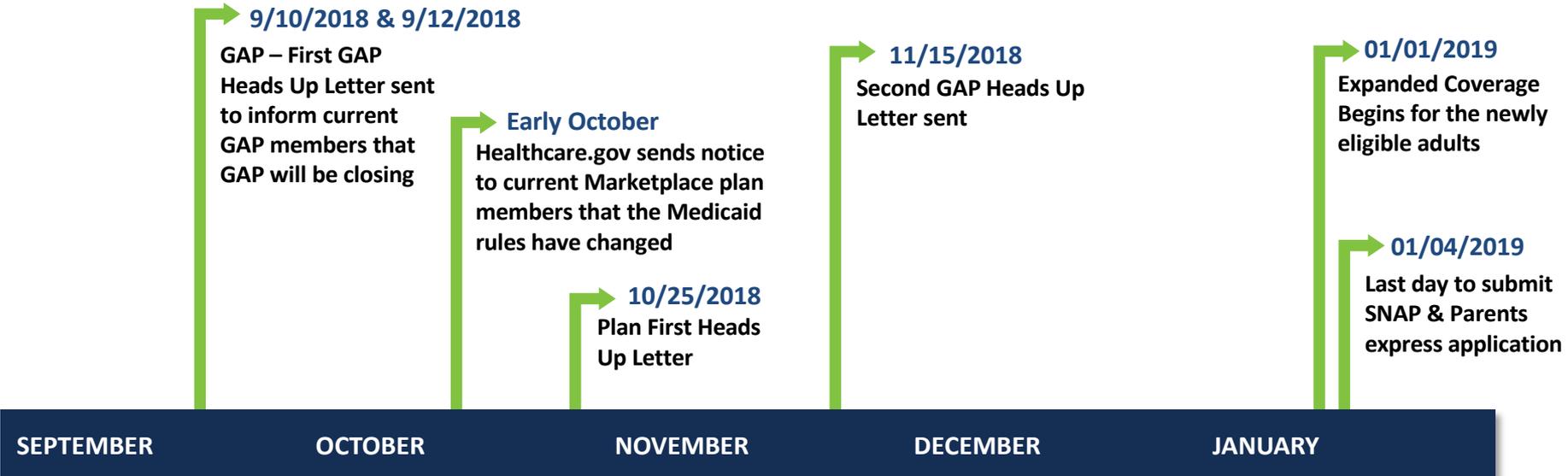


General Public

Newly eligible adults not captured in Streamlined Enrollment groups

Enrollment Pathways

Enrollment Communications Timeline



9/10/2018 & 9/12/2018
GAP – First GAP Heads Up Letter sent to inform current GAP members that GAP will be closing

Early October
Healthcare.gov sends notice to current Marketplace plan members that the Medicaid rules have changed

10/25/2018
Plan First Heads Up Letter

11/15/2018
Second GAP Heads Up Letter sent

01/01/2019
Expanded Coverage Begins for the newly eligible adults

01/04/2019
Last day to submit SNAP & Parents express application

Marketplace- Open Enrollment 11/1 - 12/ 15

10/29/2018
SNAP & Parents - Express Application mailed

Late-December**
First mailing: Managed care health plan Assignment Letter mailed from DMAS.
Second mailing: Managed care health plan ID Card & Welcome Packet mailed (from managed care health plans).

Mid-December**
Medicaid ID card mailed to those that received notice of eligibility for the new adult coverage

Applicant receives notification by mail if enrolled in new adult coverage.
**If enrolled by 12/18, members will receive their Medicaid ID and Managed care health plan ID before January 1, 2019.



Governor's Access Plan (GAP) Members

Eligible Population: Adults age 21 to 64 with a Serious Mental Illness (SMI)

LETTER	DATE
1. GAP "Heads Up Letter:" Letter informing GAP members that the GAP program will be ending in 2019	Sent on 9/10/2018 and 9/12/2018
2. Medicaid ID Card	Mid- December
3. Managed Care Health Plan ID Card and Welcome Packet	No later than 01/01/2019

- ***GAP members do not need to take any action to enroll in full Medicaid benefits.***
- ***GAP members will remain in their current enrollment status until 12/31/2018 and will have full Medicaid benefits starting 1/1/2019.***

Estimated Letters: 16,000 Letters

GAP - Heads Up Letter

*Letter is printed on white paper in a white envelope



Great news! You're eligible for Medicaid health coverage starting in January 2019. This means you will receive all the benefits you have now, plus more!

Hi GAP member,

I have great news for you! Due to a rules change in Virginia, and you are a current GAP member, effective on January 1, 2019, you will be eligible for Medicaid health coverage. To make it as easy as possible for you to receive your new benefits, we will handle the enrollment for you. You do not need to apply. Virginia Medicaid will provide all the benefits you have now, plus many more including:

- ✓ Doctor visits
- ✓ Hospital and emergency room services
- ✓ Prescriptions
- ✓ Lab work and X-rays
- ✓ Maternity and newborn care
- ✓ Mental health care, including addiction and recovery treatment
- ✓ Family planning services
- ✓ Medical equipment and supplies
- ✓ Preventative and wellness services
- ✓ And much more!

However, if you receive a letter from CoverVA about your annual re-enrollment for GAP, you must respond to CoverVA and keep your GAP coverage to ensure you will be enrolled in the new Medicaid program.

Here's what will happen next:

1. Look out for more mail from us!
 - You will receive more information from us in November.
 - You will receive an official notice that you have been approved for Medicaid and a blue and white Medicaid ID card in the mail.
 - You will also receive information about the Medicaid health plan to which you have been assigned and how you can change to a different plan if you would like. You may also want to talk to your doctor or health care providers about which Medicaid health plans they participate in.
2. Your new MCO will assign a care coordinator.
 - This is a person to help you get the care you need.
 - You will be provided information about how to reach that care coordinator in the letter you will receive telling you to which MCO you are assigned.
3. Start using your new benefits on January 1, 2019! Until that time, please continue to use your GAP identification card to receive medical and behavioral health services.





Plan First Members

Eligible Population: General family planning services for adults, age 19-64 with incomes ≤ 138% Federal Poverty Line (FPL) will transition to full benefit Medicaid

LETTER	DATE
1. Plan First “Heads Up Letter:” Letter informing Plan First members that they will be transitioning to full benefit Medicaid effective 1/1/2019	By 10/25/2018
2. Medicaid ID Card	Mid- December
3. Managed Care Health Plan ID Card and Welcome Packet	No later than 01/01/2019

Plan First members do not need to take any action to enroll in full Medicaid benefits.

Estimated Letters: 104,000 Letters

Plan First - Heads Up Letter

* Letter is printed on green paper in a yellow envelope

Plan First Heads Up Letter



CASE NUMBER: [XXX-XXX]

Medicaid ID: [XXX-XXX]

[Name], great news!

You will be enrolled in full Medicaid health insurance through a health plan starting January 1, 2019.

This means you will receive benefits you have now, plus much more!

In order to give more adults quality low or no-cost health coverage, Virginia has expanded Medicaid health insurance. Because you are currently receiving Plan First benefits, you will be enrolled in full Medicaid health insurance on January 1, 2019. To make it as easy as possible for you to receive your new benefits, we will handle the enrollment for you. You do not need to apply!

Virginia Medicaid will provide all the benefits you have now, plus many more including:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Doctor visits | <input checked="" type="checkbox"/> Mental health care, including addiction and recovery treatment |
| <input checked="" type="checkbox"/> Hospital and emergency room services | <input checked="" type="checkbox"/> Family planning services |
| <input checked="" type="checkbox"/> Prescriptions | <input checked="" type="checkbox"/> And much more! |
| <input checked="" type="checkbox"/> Lab work and X-rays | |

Here's what will happen next:

-  Look out for more mail from us!
 - In a few weeks, you will get an official notice that you are eligible for full Medicaid and then a blue and white Medicaid ID card. After January 1, 2019, you will no longer need the green and white Plan First card.
 - You will also receive information about your Medicaid health plan and how you can change to a different plan if you would like.
-  Speak with your doctor or health care providers about which Medicaid health plans they participate in.
-  Start using your new benefits on January 1, 2019!

Are you currently getting health insurance from healthcare.gov?

If you're enrolled and have health insurance through HealthCare.gov, you will receive a letter from healthcare.gov telling you how to end your marketplace health plan. Be sure to follow the instructions so you will not have to pay for that coverage once you have Medicaid.



SNAP Beneficiaries



Express
Application

Eligible Population: Individuals receiving SNAP benefits, age 19-64, and have income \leq 138% FPL; no self-employment income; not eligible for Medicare

LETTER	DATE
1. SNAP letter & Express Application	by 10/29/2018
2. Medicaid ID Card	Mid- December
3. Managed Care Health Plan ID Card and Welcome Packet	No later than 01/01/2019

- **Members must respond to the Express Application by 01/04/19 for expedited enrollment**
- **Encourage individuals to return Express Application via phone, mail, or online to expedite enrollment**
- **If Enrolled by 12/18 – Members will receive their Medicaid ID and health plan ID no later than 01/01/2019**

Estimated Letters: 55,000 Letters

SNAP Beneficiaries Letter - Includes Express Application

* Letter is printed on **Blue** paper in a **yellow** envelope

SNAP Letter & Express Application



CASE NUMBER: [XXX-XXX]

CLIENT ID: [XXX-XXX]

[Name], great news!

You may now be eligible for Medicaid health insurance.

Enroll today to start receiving benefits on January 1, 2019.

In order to give more adults quality, low or no-cost health coverage, Virginia has expanded Medicaid health insurance. Because you receive Supplemental Nutrition Assistance Program (SNAP) benefits, you are probably now eligible for Medicaid!

Virginia Medicaid provides excellent health coverage, covering services such as:

- ✓ Doctor visits
- ✓ Hospital and emergency room services
- ✓ Prescriptions
- ✓ Lab work and X-rays
- ✓ Mental health care, including addiction and recovery treatment
- ✓ Family planning services
- ✓ And much more!

Here's how to enroll:

1 Answer the 3 simple questions on the enclosed form.

2 We must receive your answers by **Friday, January 4, 2019**. You can answer by:

-  **Call 1-855-242-8282.** Tell the operator you got this letter and give them your case number printed at the top of the page.
-  **Mail us the attached form.** Fill out the form, sign it, and return it in the enclosed pre-paid envelope.
-  **Go to the CommonHelp website.** Visit commonhelp.virginia.gov and log into your account. Click "Check my Benefits," then look for the link that says "Invitation for new adult medical coverage" if you don't have an account, you can sign up for one in minutes!

What's Next?

If you're enrolled, in a few weeks you'll receive an official notice that you have been approved for Medicaid health insurance and then a blue and white Medicaid ID card. You will also receive more information about the Medicaid health plan choices and assignment information and how you can change to a different plan if you would like, so make sure you look out for more mail from us!

Questions?

If you have any questions about the new health coverage for adults, call Cover Virginia at [1-855-242-8282], TTY [1-888-221-1590] or visit www.coverva.org.

Sincerely,

Jennifer S. Lee, MD
Virginia Medicaid Director



SNAP Beneficiaries Letter - Includes Express Application

* Letter is printed on **Blue** paper in a **yellow** envelope

To apply for Medicaid health insurance, we must receive your answers to the following questions by January 4, 2019:

Answering these questions will help us figure out if you're eligible for Medicaid health insurance.

1 You do not need to file taxes to receive Medicaid. However, if you do plan to file a tax return, does anyone you will include on your tax form live outside your home?

YES NO

2 Do you have income that was not counted or has increased since you were found eligible to receive SNAP benefits?

YES NO

3 (Optional) Do you need help with everyday things like bathing, dressing, eating, walking, or using the bathroom to live safely in your home?

OR

Has a doctor or nurse told you that you have a physical disability or long-term disease, mental or emotional illness, or addiction problem?

YES NO

I know that, by signing this letter, I am asking to be enrolled in Medicaid if I am eligible. I have read the enclosed important information.

Name _____

Signature _____ Date _____

Phone # where I can be reached: (_____) _____ - _____

We will call you at this number if we need more information.

Q1 RESPONSE TIPS –

- This helps determine your household size

Q2 RESPONSE TIPS –

- Has your income increased since you applied for SNAP benefits?

Q3 RESPONSE TIPS –

- This is an *optional* question, so your response will not change your eligibility status.
- If you need additional support or care coordination, please select 'Yes'





Parents of Child(ren) Enrolled in Medicaid

Eligible Population: Parents of children who are enrolled in Medicaid; age 19-64 with household income ≤ 138% FPL; Not eligible for Medicare

LETTER	DATE
1. Parents of Enrolled Child(ren) letter & Express Application	By 10/29/2018
2. Medicaid ID Card	Mid-December
3. Managed Care Health Plan ID Card and Welcome Packet	No later than 01/01/2019

- **Members must respond to the Express Application by 01/04/19 for expedited enrollment**
- **Encourage individuals to return Express Application via phone, mail, or online to expedite enrollment**
- **If Enrolled by 12/18 – Members will receive their Medicaid ID and health plan ID no later than 01/01/2019**

Estimated Letters: 127,000 Letters

Parents of Enrolled Child(ren) Letter – Includes Express Application

*Letter is printed on **Pink** paper in **yellow** envelope

Parents Letter & Express Application

 **CASE NUMBER:** [XXX-XXX]
CLIENT ID: [XXX-XXX]

[Name], great news!
You may now be eligible for Medicaid health insurance.
Enroll today to start receiving benefits on January 1, 2019.

In order to give more adults quality, low or no-cost health coverage, Virginia has expanded Medicaid health insurance. Because your child currently receives health benefits through Virginia Medicaid, you are probably now also eligible for Medicaid health insurance!

Virginia Medicaid provides excellent health coverage, covering services such as:

<input checked="" type="checkbox"/> Doctor visits	<input checked="" type="checkbox"/> Mental health care, including addiction and recovery treatment
<input checked="" type="checkbox"/> Hospital and emergency room services	<input checked="" type="checkbox"/> Family planning services
<input checked="" type="checkbox"/> Prescriptions	<input checked="" type="checkbox"/> And much more!
<input checked="" type="checkbox"/> Lab work and X-rays	

Here's how to enroll:

- 1 Answer the 3 simple questions on the enclosed form.**
- 2 We must receive your answers by Friday, January 4, 2019. You can answer by:**
 -  **Call 1-[855-242-8282].** Tell the operator you got this letter and give them your case number printed at the top of the page.
 -  **Mail us the attached form.** Fill out the form, sign it, and return it in the enclosed pre-paid envelope.
 -  **Go to the CommonHelp website.** Visit commonhelp.virginia.gov and log into your account. Click "Check my Benefits," then look for the link that says "Invitation for new adult medical coverage" If you don't have an account, you can sign up for one in minutes!

What's Next?
If you're enrolled, in a few weeks you'll receive an official notice that you have been approved for Medicaid health insurance and then a blue and white Medicaid ID card. You will also receive more information about the Medicaid health plan choices and assignment information and how you can change to a different plan if you would like, so make sure you look out for more mail from us!

Questions?
If you have any questions about the new health coverage for adults, call Cover Virginia at [1-855-242-8282], TTY [1-888-221-1500] or visit www.coverva.org.

Sincerely,

Jennifer S. Lee, MD
Virginia Medicaid Director

Parents of Enrolled Child(ren) Letter – Includes Express Application

*Letter is printed on Pink paper in yellow envelope

To apply for Medicaid health insurance, we must receive your answers to the following questions by January 4, 2019:

Answering these questions will help us figure out if you're eligible for Medicaid health insurance.

1 We need your Social Security number to give you Medicaid health coverage. What is your Social Security number?

- -

2 Are you a U.S. citizen or U.S. national?

YES NO

Not a U.S. citizen or U.S. national? No problem, you may still be eligible! Please provide the following information regarding your immigration status:

• What type of immigration document do you have?

• What is your document ID number?

• Did you enter the U.S. on or after August 22, 1996?

YES NO

• Are you, your spouse, or parent a veteran or an active duty member of the U.S. military?

YES NO

3 (Optional) Do you need help with everyday things like bathing, dressing, eating, walking, or using the bathroom to live safely in your home?

OR

Has a doctor or nurse told that you have a physical disability or long-term disease, mental or emotional illness, or addiction problem?

YES NO

I know that, by signing this letter, I am asking to be enrolled in Medicaid if I am eligible. I have read the enclosed important information.

Name _____

Signature _____ Date _____

Phone # where I can be reached: (_____) _____ - _____

We will call you at this number if we need more information.

Q1 RESPONSE TIPS –

- Please provide your Social Security number

Q2 RESPONSE TIPS –

- If you are not a U.S. citizen, you may still be eligible!
- Inform us if you are a U.S. citizen or not.
 - If *not* a U.S. citizen – please provide your immigration document information.
- Respond to all sections in this question

Q3 RESPONSE TIPS –

- This is an *optional* question, so your response will not change your eligibility status.
- If you need additional support or care coordination, please select 'Yes'



The Marketplace/Healthcare.gov

 Transition from
HealthCare.gov to
Virginia Medicaid

Eligible Population: Individuals who currently have a Qualified Health Plan (QHP) from the Marketplace or Federally-facilitated Exchange (FFE) and meet the new eligibility requirements.

LETTER	DATE	KEY STEPS TO TAKE:
1. Letter from FFE/ Healthcare.gov notifying individuals to update their account on HealthCare.gov	Early October	<ol style="list-style-type: none">1. Log in to your HealthCare.gov account and select your 2019 application.2. Update your application with any changes for 2019 and submit it.3. If eligible for Virginia Medicaid, please ensure you do not automatically enroll into Marketplace coverage for 2019.4. Your information will automatically be transferred to Virginia Medicaid.5. Please ensure that you terminate your coverage. <i>You can take steps to end Marketplace coverage by calling 1-800-318-2596 or in your Marketplace account under “Application Details” and “My Plans & Programs”</i>
2. Medicaid ID Card	Mid- December	
3. Managed Care Health Plan ID Card and Welcome Packet	No later than 01/01/2019	

Open Enrollment for 2019 Coverage Year: November 1 – December 15

Estimated Total Potentially Eligible: 120,000

Marketplace QHP Enrollee Letter – Sent from the Federally-facilitated Exchange (FFE)

Health Insurance Marketplace

DEPARTMENT OF HEALTH AND HUMAN SERVICES
465 INDUSTRIAL BOULEVARD
LONDON, KENTUCKY 40750-0001

\$(hh_contact_first_name) \$(hh_contact_last_name)
\$(hh_contact_street_name_1)
\$(special_address_2_line)
\$(hh_contact_city_name), \$(hh_contact_state_code) \$(hh_contact_zip_plus_4_code)

\$(todays_date)

Application date: \$(application_submission_date)

Application ID: \$(application_identifier)

Important: Update your Marketplace application during Open Enrollment to see if you'll be eligible for free or low-cost health coverage through Virginia Medicaid

Dear \$(hh_contact_first_name):

Starting November 1, visit HealthCare.gov to update your Marketplace application for 2019.

Virginia is adding new coverage for adults in the Virginia Medicaid program beginning on January 1, 2019, which will offer similar benefits to what you're getting now. Based on information you provided to the Health Insurance Marketplace, the people listed below may be eligible for free or low-cost health coverage through Virginia Medicaid for 2019:

- \$(application_member_names)
- \$(application_member_names)

The Marketplace Open Enrollment Period is November 1 – December 15, 2018. When you submit your updated 2019 Marketplace application, you'll find out if the people listed above will be eligible for Virginia Medicaid in 2019. If so, Virginia Medicaid will send more information about coverage, enrollment, and cost.

Virginia Medicaid covers many health services, like doctor's visits, hospital care, prescriptions, mental health, and addiction treatment. People who have coverage through Virginia Medicaid may owe copayments for health services. However, there's a limit to these monthly costs, which are based on monthly income, and some people may not have to pay anything.

Someone who's found eligible for Medicaid probably won't want to keep their Marketplace plan in addition to his or her Medicaid coverage. If someone is determined eligible for Medicaid that counts as qualifying coverage, they would no longer be eligible for financial assistance to help pay for their share of a Marketplace plan premium and covered services. Since they wouldn't be eligible for financial assistance, their Marketplace coverage would cost more than Virginia Medicaid.

If you're found eligible for Virginia Medicaid and you don't want to pay full cost for your Marketplace coverage, you should end your Marketplace coverage right away. See the link to help text below for next steps to end Marketplace coverage, based on your situation. You can also call the Marketplace Call Center for help with next steps.

What should I do next?

Update and submit your 2019 Marketplace application during Open Enrollment.

1. From November 1 – December 15, visit HealthCare.gov and log into your Marketplace account. (If you take these steps before November 1, you won't get information about your eligibility for 2019.)
2. Select "Continue." Then select your 2019 Marketplace application.
3. Update your application with any changes for 2019, then submit it.
4. Review your "Eligibility Results." Some household members may be eligible for Virginia Medicaid in 2019. Others may be eligible to buy a Marketplace plan. Be sure to follow all steps for enrollment.

Important: If your 2019 "Eligibility Results" say anyone on your application is eligible for Virginia Medicaid, be sure to visit HealthCare.gov/help/va-medicaid as soon as possible for next steps and information about preventing automatic enrollment in Marketplace coverage for 2019.

Someone who's eligible for Virginia Medicaid may still be enrolled automatically in Marketplace coverage for 2019. If that person doesn't take steps to prevent enrollment in 2019 Marketplace coverage, they'll get a Marketplace notice in January confirming that they are still enrolled in Marketplace coverage, with a link to information about ending the 2019 Marketplace plan. If they still want to have a Marketplace plan, they'll have to pay full cost for their share of the Marketplace plan premium and covered services.

For more help

- To learn more about Virginia Medicaid, call 1-855-242-8282 (TDD: 1-888-221-1590) or visit <http://www.coverva.org>.
- Call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325), and mention you got this letter. You can also make an appointment with an assister who can help you. Information is available at LocalHelp.HealthCare.gov.

Summary of Streamlined Enrollment Letters

Group	Letter	Action Needed to Expedite Enrollment	
GAP Members			No action needed to enroll in full Medicaid benefits
Plan First Members			No action needed to enroll in full Medicaid benefits
SNAP Beneficiaries			Submit Express Application (via phone or mail) by 01/04/19 for expedited enrollment
Parents of Enrolled Children			Submit Express Application (via phone or mail) by 01/04/19 for expedited enrollment
Marketplace Plan Member			Log into your healthcare.gov account, then update and submit your 2019 application between Nov. 1 and Dec. 15

Population: Newly eligible adults not captured in Streamlined Enrollment groups

HOW TO APPLY FOR COVERAGE



PHONE

Cover Virginia Call Center: 1-855-221-1590 (TDD: 1-888-221-1590)
VDSS Enterprise Call Center: 1-855-635-4370



ONLINE

Common Help: www.commonhelp.virginia.gov
The Marketplace: www.healthcare.gov



IN PERSON

Visit your local Department of Social Services
Find your nearest local department of social services by visiting:
<http://www.dss.virginia.gov/localagency/index.cgi>

***If you have questions about streamlined enrollment processes for an individual:
Call Cover Virginia, visit Commonhelp.gov, or go to your local department of social services***

Help Support the Streamlined Enrollment Process



Encourage members to look out for the **YELLOW** envelope mailing from DMAS or Virginia Medicaid



Help members complete and submit Express Applications by January 4th through any of these methods:

- ✓ Mail
- ✓ Call Cover Virginia: 1-855-242-8282 (TDD: 1-888-221-1590)
- ✓ Visit CommonHelp online: <https://commonhelp.virginia.gov/>



What if an individual believes he/she received a letter, but may have lost it?

- **CALL COVER VIRGINIA (1-855-242-8282) to verify**
- Recipients of Express Applications (i.e. SNAP & Parents of Child(ren) Enrolled in Medicaid) are selected based on eligibility requirements