

# Virginia Medicaid is Taking Action to Fight COVID-19



No co-pays for any Medicaid or FAMIS covered services



No pre-approvals needed and automatic approval extensions for many critical medical services



Outreach to higher risk and older members to review critical needs



90 day supply of many routine prescriptions



Ensuring members do not inadvertently lose coverage due to lapses in paperwork or a change in circumstances



Encouraging use of telehealth

**Medicaid covers all COVID-19 testing and treatment. Call your doctor.**

## Frequently Asked Questions

### How can I get health coverage?

You can apply for Medicaid at any time at <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 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. [https://coverva.org/materials/FAQ\\_Final\\_3\\_20.pdf](https://coverva.org/materials/FAQ_Final_3_20.pdf)

## Stay Connected!

Sign up for regular updates and information about your health coverage and COVID-19 <https://bit.ly/CoverVAUpdates>

### Text COVID19 to 268-782

to keep up with the latest Medicaid news on COVID-19\*

### Follow us on social media



### Have other questions

about how Medicaid is improving access to care in response to COVID-19? Contact DMAS here: <https://www.dmas.virginia.gov/contactforms/#/general>

\*Message and data rates may apply. Message frequency varies. Reply HELP for help or STOP to cancel. Visit <http://bit.ly/vawireless> for more.

# COVID-19 Information for Medicaid Members

## Frequently Asked Questions

### **How can I get health coverage?**

You can apply for Medicaid at any time at <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 get early refills and up to 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 <https://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.

### **I am a Medicaid member, and I experienced a loss of wages due to COVID-19. Should I report this to Medicaid?**

Yes, a loss in wages will not endanger your benefits. By reporting the change in your income, we can help you determine if you may qualify for other services, such as the Supplemental Nutrition Assistance Program.

### **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 the agency receives approval.
- 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](mailto:Appeals@DMAS.Virginia.gov)

State Fair Hearing decisions may not be issued within the normal timeframe, depending on the length of the emergency.

## [Questions About Behavioral Health Services](#)

### **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.

### **My behavioral health clinician is not available (or cannot be reached), and I need assistance. What are my options?**

You may call the behavioral health agency in your community and discuss options for access to other clinicians. You may also call your managed care organization or Magellan of Virginia to ask for care coordination assistance in finding a behavioral health provider who is available to assist with your care at this time.

### **I do not have access to smartphones or internet, and I am isolated and need to contact my provider. Will Medicaid cover my visit if it is through my telephone?**

For most services, telephonic communication will be covered; please contact your managed care organization or Magellan of Virginia if you have questions about a specific service.

### **What happens to my child in residential treatment? Do I need to pick my child up?**

Please contact your child's residential treatment center to determine the situation and best options for your child. If you need to pick your child up and need assistance, please contact your child's managed care organization or Magellan of Virginia care coordination for assistance.

### **I am isolated and need more medication. How can I get my prescription refilled?**

Please contact your prescriber or pharmacy. If you need additional assistance, your managed care organization or Magellan of Virginia care coordinator can assist in communicating your needs to help get your prescriptions refilled and available to you.

### **What happens if I refuse my behavioral health services due to concern with COVID-19. Will my services be terminated if I go 30 + days without services?**

No, due to our state of emergency, your services will not be terminated if you go 30 days without services. Please contact your managed care organization or Magellan of Virginia for more specific service-related details.

### **My child's Applied Behavior Analysis provider mentioned providing telehealth services during this crisis. I'm not sure what this means; is it allowed by Medicaid?**

"Telehealth services" means the use of telecommunications (either by telephone or video) and information technology to provide access to both medical and behavioral health services. Yes, telehealth is allowed for specific services. Please call your managed care organization or Magellan of Virginia for more specific service-related details.

### **I attend a Psychosocial Rehabilitation Program with more than 50 people. This facility is closed to the public, but not to members. I am considered high-risk for the coronavirus, but I don't want to miss attending the program because it helps me. Does Medicaid have any guidance on these community programs?**

DMAS encourages its members to avoid any gathering of more than 10 individuals. Many Medicaid services are available by phone or via video communication. Please contact your provider for more information.

**Should I allow providers to deliver in-home services for my child during the COVID-19 emergency?**

DMAS encourages its members to avoid close contact with individuals who are sick. If you, any of your family members or your provider shows symptoms of illness, we recommend against receiving services in the home. Services can take place by phone or via video communication. If you decide to have services provided in the home, you can take steps to protect yourself from the virus, which can be found here:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

**How do I continue to receive School-Based Therapeutic Day Treatment (TDT) Services when the schools are closed?**

Therapeutic Day Treatment can be provided by phone, as well as in-person in the home, on a one-on-one basis. You can contact your provider to inquire if these options are available.

**How do I access crisis services if I cannot go to the hospital?**

You can contact your local community services board, Magellan of Virginia or your managed care organization's behavioral health crisis line.

**My community services board is closed, and I need services. Who should I contact?**

Please contact your managed care organization or Magellan of Virginia member services line to assist with finding you a referral for the services you need.

**Can I give consent over the phone for behavioral health services?**

Yes you can.

## [General Questions](#)

**Do you have other questions about how Medicaid is improving access to care in response to COVID-19?**

If yes, please contact DMAS here: <https://www.dmas.virginia.gov/contactforms/#/general>

**What do I do if I have general questions about COVID-19?**

If you have general questions about the COVID-19 virus (also known as the novel coronavirus, you can call the Virginia Department of Health's COVID-19 hotline at 877-ASK-VDH3 or visit their website at

<https://www.vdh.virginia.gov/coronavirus/>

## Help in Any Language

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)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 804-786-7933 (TTY:1-800-343-0634) 번으로 전화해 주십시오.

### Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 804-786-7933 (TTY:1-800-343-0634).

### 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 804-786-7933 (TTY:1-800-343-0634)。

### العربية (Arabic)

المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة هاتف رقم 804-786-7933 برقم اتصل. بالمجان لك تتوافر اللغوية والبكم الصم: 1-800-343-0634

### Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 804-786-7933 (TTY: 1-800-343-0634).

### فارسی (Farsi)

زبان به اگر توجه: 804-786-7933 (TTY:1-800-343-0634) شما برای رایگان بصورت زبانی تسهیلات، کنید می گفتگو فارسی با. باشد می فراهم

### አማርኛ (Amharic)

የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዎልዎልዎልዎል ወይ ሚከተለው ቁጥር ይደውሉ 804-786-7933 (መስማት ለተሳናቸው 1-800-343-0634).

### اردو Urdu

خدمات کی مدد کی زبان کو آپ تو، ہیں بولتے اردو آپ اگر: خیردار 804-786-7933 (TTY:1-800-343-0634) - ہیں دستیاب میں مفت

### Français (French)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 804-786-7933 (TTY:1-800-343-0634).

### Русский (Russian)

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

### हिंदी (Hindi)

नोट: यदि आप हिंदी बोलते हैं, तो भाषा समर्थन सेवाएँ आपको मुफ्त में उपलब्ध हैं। कॉल 804-786-7933 (TTY:1-800-343-0634)

### Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 804-786-7933 (TTY:1-800-343-0634).

### বাংলা (Bengali)

লক্ষ্য করুনঃ যদি আপদন বাংলা, কথা বলতে পাতেন, োহতল দনঃখেচায় ভাষা সহায়ো পদেতষবা উপলব্ধ আতে। ফ ান করুন 804-786-7933 (TTY:1-800-343-0634)।

### Bàsòwò-wùdù-po-nyò (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m [Bàsòwò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò bɛin m̄ gbo kpáa. Đá 804-786- 7933 (TTY: 1-800-343-0634)

### N'ihì na (Ibo)

Ige nti: O buru na asu lbo asusu, enyemaka diri gi site na call 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).