

2023 Virginia Medicaid Reenrollment Talking Points for Team Members

To be shared with clinic and Access team members who interact with patients.

- During the pandemic, Medicaid members received continuous coverage, even if they were no longer eligible. With the sunset of the federal Covid-19 Public Health Emergency, Medicaid agencies are returning to normal enrollment processes. Starting in March 2023, Virginia will begin reviewing members' Medicaid coverage to make sure they still qualify.
- Virginia will not cancel or reduce coverage for members without asking for updated information, but they need help to make this a smooth process and ensure our patients maintain healthcare coverage.
- **When engaging with a Medicaid member patient in the clinic, please point out the sign or give them a patient handout and review the following:**
 - All Medicaid members should take steps now to make sure they receive information they'll need to renew Medicaid coverage.
 - Medicaid needs the most up to date mailing address, phone number, and email address to make sure members get important paperwork.
 - **Contact information should be updated immediately by visiting commonhelp.virginia.gov or calling 855-242-8282.**
(Point out the QR code on the sign/patient handout and encourage them to scan it to go directly to commonhelp.virginia.gov. Many Medicaid members have smartphones as part of their membership.)
 - Medicaid members should respond quickly to any notices from Virginia Medicaid or other state agencies to ensure continuity of healthcare coverage.

Questions? Team members may contact Anna Blackburn, Administrator, Enterprise Patient Access, at ab4vk@uvahealth.org.