

# Medicaid Renewal Process Flow Sheet

## *Understanding the process step-by-step*

**Before your renewal is due**, we will attempt to renew your Medicaid/FAMIS coverage automatically. Note that as we resume our normal redeterminations, the month in which we start your renewal may be different – keep an eye out for communications from us!

**If you are automatically renewed**, then you will receive a letter letting you know your coverage continues, and your Medicaid health coverage is all set!

**If you are not automatically renewed**, you will receive something in the mail letting you know that we need more information.

**If you receive a renewal form**, you will need to take action as soon as possible. The due date will be printed on the form when you receive it. If you'd like, once you receive the form you have multiple options to renew: 1) call Cover Virginia at 1-855-242-8282 (TTY: 1-888-221-1590), 2) or go online to [CommonHelp.virginia.gov](http://CommonHelp.virginia.gov), or 3) return the paper form in person or by mail or fax. Your form will have the information you need to submit your renewal by phone, online, or on paper.

**If you receive a checklist**, it will tell you exactly what we need in order to complete your renewal, like your paystubs. You can also return your verifications in person, or by mail or fax, or through CommonHelp. Pay attention to the due date, however, if you need more time or are having difficulties getting the information we need, please reach out as soon as possible so that we can work with you so that we can review your health care coverage in full.

**Once we receive your form and all your verifications (if needed)**, we will review your case. You will receive a letter after your review is complete, letting you know what happened to your coverage. If you are no longer eligible, or are moved from full to limited coverage and you don't have Medicare, we will also send your information to the Marketplace for a review for other coverage and/or the Advanced Premium Tax Credits. If you think we made a mistake, there are appeal rights listed on your letter. Also, if your situation changes, you can always reapply by phone, online, or on paper.

**If we don't receive your form or your verifications**, your health coverage will end for "failure to renew" and you will receive a letter letting you know when your benefits will close. It is very important that you return your paperwork, even if you think you might not be eligible for two reasons: 1) you may be eligible for coverage you may be unaware of or other programs that provide limited coverage and 2) we cannot send your information to the Marketplace if we cannot review your case. However, if you are closed for a "failure to renew" reason, you have three months after your closure to return the form or verifications in order for us to review your benefits – you don't have to reapply! After the three months if we don't hear from you then you will need to reapply if you would like us to see if you might be eligible again.

**If you are no longer eligible for full coverage you can learn more about coverage outside of Virginia Medicaid by going to [enrollva.org](http://enrollva.org) or calling 888-392-5132.** Enroll Virginia has trained assisters, called navigators, who help you sign up for health coverage online or in person. They can compare plans and costs with an easy, anonymous online tool - find out how much financial help you may qualify to receive and get enrolled!

