Renewal Process Flowchart

Automated Process (ie. Ex Parte) Begins

Before your renewal is due. As we restart the renewal process this timeframe will shift.

Automatically Renewed

Receive a letter - your coverage continues and you are set for another year with Virginia Medicaid!

Not Automatically Renewed

We will contact you via mail or your secure inbox on CommonHelp asking for more information.

Receives a Renewal Form

Complete your renewal (call Cover Virginia, go online to CommonHelp, or return the paper form in person or by phone/fax) by the due date.

Virginia Medicaid reviews your coverage

Once all requested information is received, we will review your case and contact you.

Receives a Checklist**

Tells you exactly what we need in order to complete your renewal. Make sure to return all information by the due date on the checklist.

* Not everyone will receive a checklist

If your coverage continues....

You will receive a letter letting you know what you are eligible for.

You are set with Virginia Medicaid!

If your coverage does not continue....

You will receive a letter letting you know next steps*. If you failed to renew you can return your information within 90 days for review.

Look for important information

If you think we made a mistake, your letter includes information on how to file an appeal.

If your information is referred to the marketplace, they will explore if you’re eligible for other coverage.

* If you’re no longer eligible for full coverage you can learn more about coverage outside of Virginia Medicaid by going to enrolva.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!
Before your renewal is due, the automated process begins. You will receive something from us whether your benefits continue or if we need more information.

If you receive a letter letting you know you are eligible, you are good to go with Virginia Medicaid!

If you receive a form or checklist, complete it and return it by the due date. The renewal can be submitted by phone at Cover Virginia at 1-855-242-8282 (TTY: 1-888-221-1590), online at CommonHelp.virginia.gov, or in person at your local agency and by mail/fax — information from a checklist can be sent online or in person and by mail/fax. It’s very important to return your information so that we can see what you may be eligible for and help send your information to the Marketplace where you may obtain other health care coverage.

If you return your form and all your information, we will review your benefits. You will receive a letter letting you know our decisions, as well as information if you think we made a mistake and how to prepare, and additional steps you can take if your information was referred to the Marketplace.

If you do not return your form or information, then we will close your case for “failure to renew.” You will not be referred to the Marketplace, however you have three months after your case closes to turn in that information without needing to reapply. If you return your information and are eligible we will review your case back to when it closed.