Renewal Process Flowchart

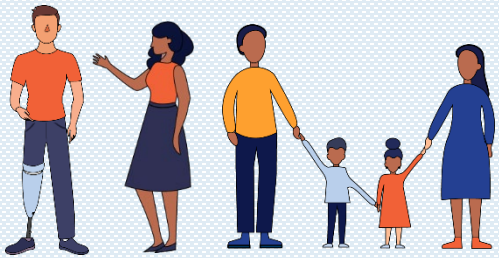
- Virginia Medicaid Responsibility
- Member Responsibility

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!



If your coverage continues….

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

You are set 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.

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.

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*

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 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!