

# Normal Medicaid Enrollment Processes Will Start Soon

Virginia and other states will soon start to review Medicaid members' health coverage. We will not cancel or reduce coverage for our members without asking for updated information, but we need your help to make this a smooth process. **You can take steps now to make sure you receive information you will need to renew your coverage.**

## What Medicaid Members Can Do:

- Update your contact information. You can make updates:
  - Online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov)
  - By calling your [local Department of Social Services](#), or
  - By calling Cover Virginia at 1-855-242-8282
- Take action when you get official notices from Virginia Medicaid, other state agencies, community groups, and health care providers asking you to:
  - Update contact information (mailing addresses and phone numbers)
  - Respond to notices/renewals to confirm that you are eligible
  - Use your coverage to catch up on preventive or delayed care
- Learn more about Virginia's plans
  - Visit the [Cover Virginia](#) website for updates
- Read the Medicaid [Members Frequently Asked Questions](#) and [updated COVID-19 Medicaid Information Eligibility, Enrollment, and Appeals](#) fact sheets.
  - [Sign up](#) for email and text updates, and follow us on social media.

Visit the [Cover Virginia](#) website for more information

