

Cover VA Script for High-Level Presentations

Audience of Individuals Interested in Applying for New Adult Coverage

SLIDE 1

- Thank you for inviting me to speak to you today.
- This is an exciting time in Virginia.
- Thousands of Virginians may now apply for quality, low- and no-cost health care coverage.
- We are getting many questions about the new coverage options.
- We want to make sure that everyone has accurate information and a chance to ask questions.
- You are an important part of our Cover Virginia campaign, and we hope that you will share what you learn today with your family, friends and neighbors.

SLIDE 2

- Until 2019, few adults in Virginia could qualify for coverage because of the strict rules.
- Perhaps some of you have applied in the past and have been unsuccessful.
- We want you to try again because those rules changed on January 1, 2019.
- This is a major change in our program that opens the door to more than 400,000 Virginia adults.
- Many of the new people who will join our program work in jobs that do not offer health insurance.
- That includes jobs in retail, construction, childcare, landscaping and food service.
- We believe these individuals should have coverage so that they don't have to worry about getting sick or having an accident.
- Applications for the new adult coverage are now being accepted.

SLIDE 3

- The Number 1 question we get is "Who is eligible?"
- There will be an application process to go through all of the requirements, but I can give you the highlights today.
- First, you must be between the ages of 19 and 64.
- This new coverage is not for people who are in Medicare now or eligible for Medicare.
- Second, you must meet income requirements, which vary by the number of people in your household.

SLIDE 4

- For example, if you are a single adult living alone, you may be eligible if your annual income is at or below \$17,609.
- If you are a parent living with your spouse and a child, you may be eligible if the total annual income for everyone in your family is at or below \$29,974.

SLIDE 5

- The second most common question we hear is "What services are covered?"
- As you can see from this list, coverage includes a wide variety of services.
- They include doctor visits, hospital stays, prescription drugs and behavioral health care.
- There are many more services available than we could include on this list, so don't be discouraged if you don't see a specific type of medical care that is important to you.

SLIDE 6

- The new people signing up for coverage will be part of the same programs that our existing members are already using.

- The vast majority of our members today are enrolled in managed care programs, and that will also be true for new members.
- Most people will be covered through our Medallion 4.0 program.
- People who have a complex behavioral or medical condition that limits their daily activities will be enrolled in Commonwealth Coordinated Care Plus (also known as CCC Plus), which is our managed long-term services and supports program.
- The CCC Plus program will provide extra support in coordinating their health care needs.
- Whether individuals are enrolled in Medallion 4.0 or CCC Plus, they will be able to choose from the same six health plans.
- The same six health plans are available for both programs.

SLIDE 7

- People interested in applying for Medicaid coverage, including the new adult coverage, may apply:
 - By phone by calling the Cover Virginia Call Center
 - Online by completing an online application at commonhelp.virginia.gov or healthcare.gov
 - By mailing or dropping off a paper application to their local Department of Social Services; or
 - If they want to apply for other social services benefits, they can apply by calling the Virginia Department of Social Services Enterprise Call Center
- Applications for new adult coverage are now being accepted
- Applications are accepted year-round for Medicaid coverage, including the new adult coverage.

SLIDE 8

- I'm sure you have additional questions, and you will think of even more questions after you get home.
- The most important source of information about this new coverage is our Cover Virginia website -- that's Cover V-A dot org.

SLIDE 9

- When you visit the website, you will have a chance to sign up for regular updates by email and text.

SLIDE 10

- When you get to the home page, click on the first picture to get to the page with information on new adult coverage.

SLIDE 11

- You'll find a list of Frequently Asked Questions, brochures, and a new adult coverage flyer translated in 18 different languages. We will be adding new information to this page regularly.
- Be sure to check out the eligibility screening tool.

SLIDE 12

- When you click on the screening tool, you will get a series of questions that will help you figure out if you meet the income rules.

SLIDE 13

- Please check this website often for updates.
- And please take a brochure with you, visit the Cover Virginia website, and please share this information with your family, friends and neighbors.
- Thanks again for your time.