



Did you apply
at the federal
health
insurance
marketplace?

If you applied to the federal Health Insurance Marketplace for health insurance, you may have been told that you or your family may be eligible for Medical Assistance coverage (Medicaid/FAMIS) in Virginia. The Marketplace's responsibility is to send those applications to Virginia for an eligibility determination, however, in the initial months of operation, there was some delay in the Marketplace sending and states receiving those applications. The Virginia Department of Social Services has committed a special team to address the backlog of applications from October 2013, however, we understand that applicants want to know as soon as possible if their applications have been received and their eligibility determined.

Because of the backlog, we are encouraging applicants who applied at the Marketplace from October 2013 through January 2014 to file an application directly with their local department of social services preferably using our online system, [CommonHelp](#), in person or by mail or by calling [CoverVA](#) toll free at 1-855-242-8282. In this way, we can help to ensure that your application will be addressed using the most current information. Thank you for your cooperation.