

Medicaid Re-Enrollment Job Aid for Families

How to Renew Coverage

You can renew your health coverage in 1 of 3 ways:

1. **Online:** Go to <https://commonhelp.virginia.gov/> Select "Renew my benefits." Read below for how to create an account.
2. **By phone:** Call Cover Virginia at **833-5CALLVA** (TTY: **1-888-221-1590**). The call is free.
3. **By mail or in person:** Fill out the paper renewal form. Return it to your local DSS.

****Do not delay completing your application if you do not have every piece of information necessary to apply or renew.** The system will track when you started your application. If you don't have all of your information, a worker will reach out to you to get additional and needed information and you will have a timeframe in which to provide it.**

How to Renew Your Coverage Online (Option 1)

1. Go to <https://commonhelp.virginia.gov/>
2. Select "Renew Benefits." (scroll towards bottom of page)



3. To link your case to your Common Help account, **you will need your Case Number and your Client ID number. These numbers are on the front of the paper renewal form that came in the mail.** You can also call your local DSS and ask for the two numbers.
4. Once on the Common Help Website, you will see this:





- If you have previously used Common Help and have an account, you may enter your User ID. If you have not created an account, select “Click here to create an account” and follow the prompts to create a User ID, Password, and Answers to Security Questions.

****There will be mandatory 6 questions. If you are concerned about remembering all 6 answers, input the same answer for all questions. Then you only have to remember one answer to all security questions****

STOP Be sure to write down your **User ID and Password**. You will need them to start your application. You will also need them to re-enter the system should you decide to save and stop the application and need to return to it later.

- Go to the “Manage My Account” section (on top left)

Hello, **Farah Silva**. You are logged in.

[Manage My Account](#)

[Logout](#)

- Under Case Association, check the box then click “Link Case”

Case Association

You may be able to associate to your case in 6 - 7 business days.

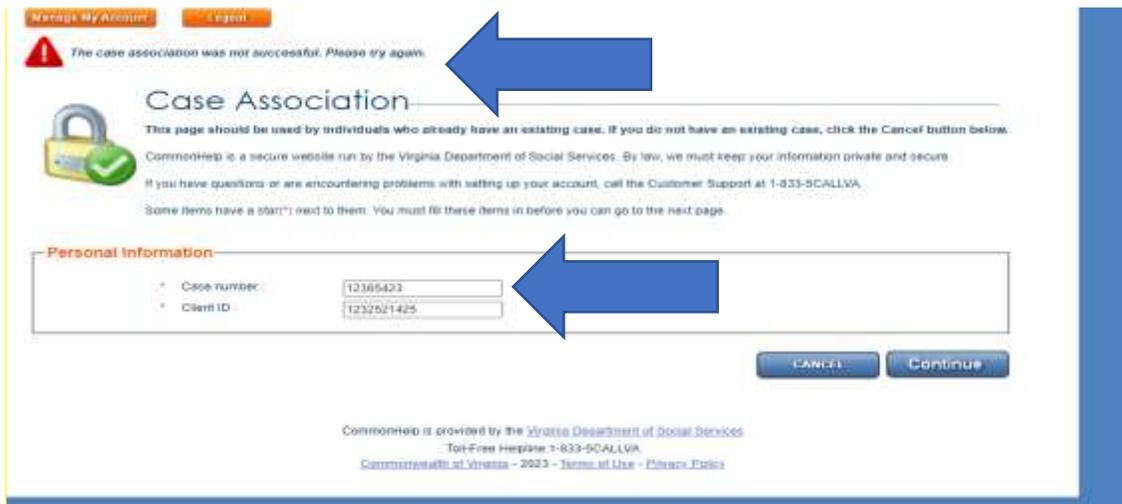
I have an existing case with Social Services and would like to associate it with my account.

[LINK CASE](#)



- Enter your Case ID and Client ID (located on their renewal form) and click continue.

****If the you receive the error message below, your case cannot be associated with the Case number and Client ID provided. You will need to contact CoverVA at (855) 242-8282****



[Manage My Account](#) [Logout](#)

The case association was not successful. Please try again.

Case Association

This page should be used by individuals who already have an existing case. If you do not have an existing case, click the Cancel button below.

CommonHelp is a secure website run by the Virginia Department of Social Services. By law, we must keep your information private and secure.

If you have questions or are encountering problems with setting up your account, call the Customer Support at 1-833-SCALLVA.

Some items have a star(*) next to them. You must fill these items in before you can go to the next page.

Personal Information

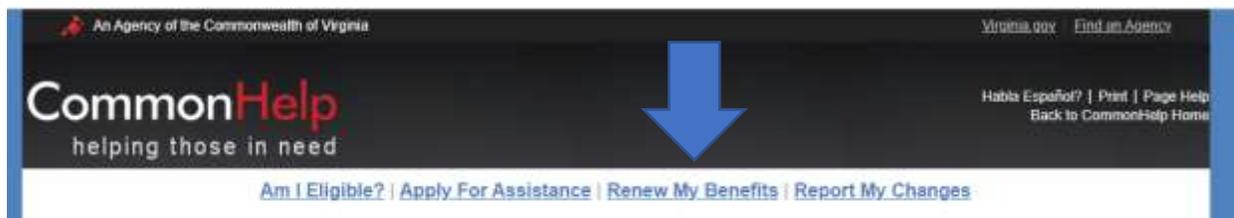
- Case number:
- Client ID:

[CANCEL](#) [Continue](#)

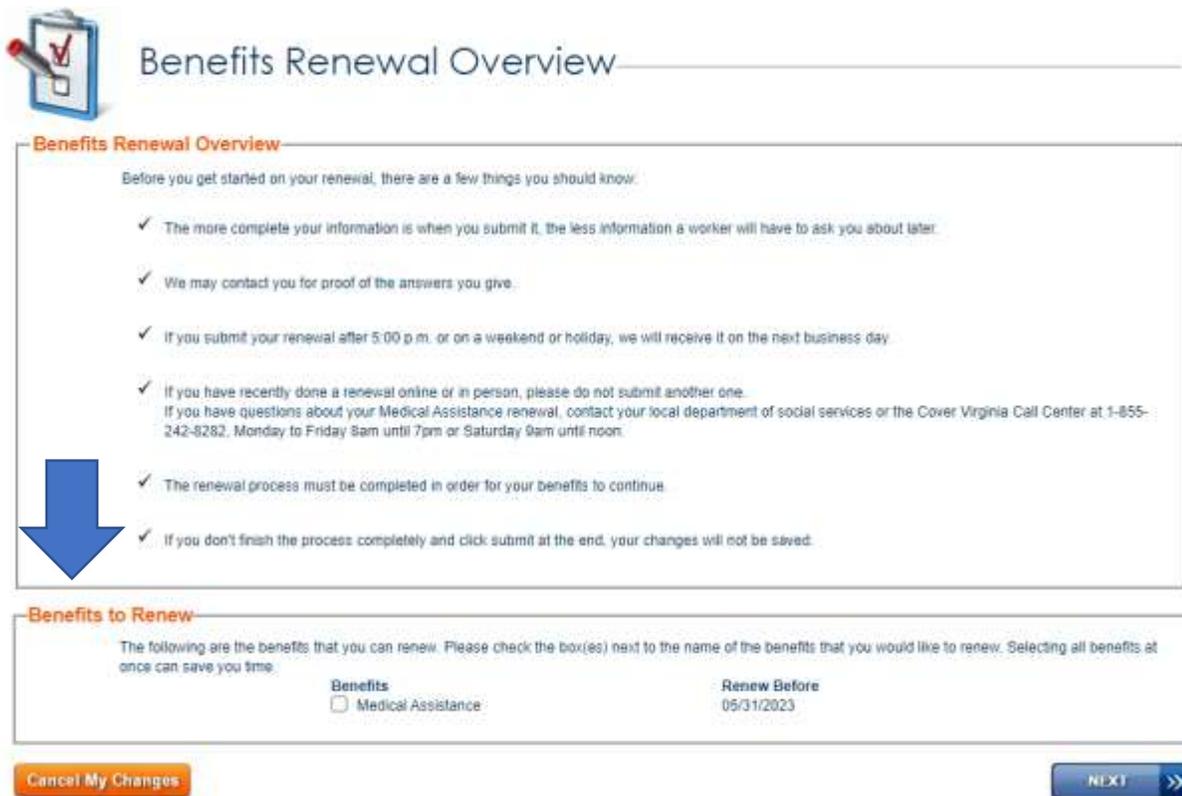
CommonHelp is provided by the Virginia Department of Social Services
Toll-Free Helpline 1-833-SCALLVA
CommonHelp at Virginia - 2023 - Terms of Use - Privacy Policy

9. Now you should see your Personal Information. Click continue.

10. At the top of the screen, select the “Renew My Benefits” option.



11. If anything is up for renewal, it will appear under the “Benefits to Renew” header. If nothing is due for renewal, it will be blank. Select the box next to the benefit(s) you want to renew and click “next”.



Benefits Renewal Overview

Before you get started on your renewal, there are a few things you should know:

- ✓ The more complete your information is when you submit it, the less information a worker will have to ask you about later.
- ✓ We may contact you for proof of the answers you give.
- ✓ If you submit your renewal after 5:00 p.m. or on a weekend or holiday, we will receive it on the next business day.
- ✓ If you have recently done a renewal online or in person, please do not submit another one. If you have questions about your Medical Assistance renewal, contact your local department of social services or the Cover Virginia Call Center at 1-855-242-8282, Monday to Friday 8am until 7pm or Saturday 9am until noon.
- ✓ The renewal process must be completed in order for your benefits to continue.
- ✓ If you don't finish the process completely and click submit at the end, your changes will not be saved.

Benefits to Renew

The following are the benefits that you can renew. Please check the box(es) next to the name of the benefits that you would like to renew. Selecting all benefits at once can save you time.

Benefits	Renew Before
<input type="checkbox"/> Medical Assistance	05/31/2023

[Cancel My Changes](#) [NEXT >>](#)

12. Common Help will take you step-by-step through questions that let you renew your benefits. Most of these questions are validating that the information previously reported is still accurate.

13. At the end, you will be asked to submit the renewal application. Once renewal is completed, the conformation screen below will appear. **Write down the tracking number (beginning with the letter T) given at the end for confirmation that the application was submitted.** If possible, print the page because that will include the date the application was completed.



Information Summary

This section lists information you have given us and other details. The tracking number is T26456718. Be sure to write this number down or print this page for your records.

Details	Action
Renewal Summary View or print a summary of what you submitted, including your tracking number and the agency details. You can print or save your summary for your files. Your summary has your private, personal information in it. If you have questions about your Medical Assistance renewal, contact your local department of social services or the Cover Virginia Call Center at 1-855-242-8282. Monday to Friday 8am until 7pm or Saturday 9am until noon. To view, save or print your summary, Adobe Acrobat Reader is required.	View and Print
Agency Contact Details View details of the agency where your online request was sent.	View

Consent to Exchange Information

You have not given consent to exchange your information between agencies at this time.

[EXIT](#)

Stopping Your Application to Come Back at a Later Time

With CommonHelp, you can stop your application and then come back to it at a later time or date.

To do this, click the **Save + Exit** button before closing your internet browser.

STDP If you close your internet browser without first clicking **Save + Exit**, you will lose information you entered. Always click **Save + Exit** before leaving CommonHelp.

Returning to Your Application

To come back to the application at a later time, go to the CommonHelp home page. Click "Get Started" and select the radio button next to "Login to keep working on an application you have already started." Enter the User ID and password you created during the setup of your account.