



Martinsville-Henry County Emergency Feeding Program

Call **(276) 638-8500** if you are
food insecure and need assistance.

Martinsville-Henry County residents can pick up food every Monday from the following sites:

Henry County Food Pantry, located at 3321 Fairystone Park Hwy, Bassett;
Grace Network of Martinsville-Henry County, located at 16 Liberty St. Ext., Martinsville;
Salvation Army, located at 603 Memorial Blvd. South, Martinsville;
Rich Acres Christian Church, 422 Mountain View Road, Martinsville;
The Community Fellowship, located at 2674 Virginia Ave., Collinsville;
Moral Hill Missionary Baptist Church, located at 50 Moral Hill Dr., Axton.

**Each family is only able to receive one
box of food each month.**

Visit www.theharvestfoundation.org to find out more.
If you'd like to volunteer for this program, call (276) 403-4226.

Partners: Henry County Food Pantry, Grace Network of Martinsville-Henry County, United Way of Henry County and Martinsville, Salvation Army Martinsville VA Corps, The Community Fellowship, the Community Foundation of Western Virginia Serving Western Virginia, Rich Acres Christian Church & The Harvest Foundation

MARTINSVILLE /HENRY COUNTY COMMUNITY RESOURCES

revised 4/2020 *Covid-19 Update

FM - Food or Meals

C - Clothing

FU/H - Furniture or Household Items

FA - Financial Assistance

S - Shelter

T - Transportation

HE - Health

O - Other

NAME	STREET ADDRESS	CITY/STATE/ZIP	PHONE	FM	C	FU/H	FA	S	T	HE	O	SERVICES
Martinsville-Henry County Emergency Feeding Program	5 Locations	Martinsville & Henry County	276-638-8500	X								Food Box Pick Up Every Monday Each family is only able to receive one box of food each month. *See Attached Flyer
Agape Bible Christian Fellowship	150 Corse Ave	Martinsville, VA 24112	634-5522	X								Soup Ministry on 4th Saturday of each month from 11:00 til 2:00. Except June - Aug. Contact Barbara Jamison.
Community Storehouse	4201 Greensboro Rd.	Ridgeway, VA 24148	632-9002	X	X	X						Thrift Store open Monday - Saturday 10am - 5 pm, Food once a month on Thursday from 11:00 til 3:00 new applications accepted from 1-3 only. *Call for Adjusted Schedule
Chatham Heights United Methodist	1817 Old Chatham Rd.	Martinsville, VA 24112	638-2477	X								Free Breakfast every 3rd Sunday 9am-call
Christ Church	1425 Spruce St. Ext.	Martinsville, VA 24112	638-3479		X							Clothes Closet the first Saturday of the month 8:30-11:30
Christ Episcopal Church	311 East Church Street	Martinsville, VA 24112	632-2896	X								"Loaves & Fishes" free supper on last Wednesday of each month from 5:30 til 6:15 (across from city library). *Take Out Only
Community Fellowship	2674 Virginia Ave.	Collinsville, VA 24078	647-8231	X	X	X						Food service available at church Monday through Thursday from 9 am to 2 pm. Clothes Closet available by appointment. Meal at the Martinsville Hotel on Saturdays at 5 pm (take out only).
Dept. for Aging and Rehabilitative Services	233 Commonwealth Blvd.	Martinsville, VA 24112	634-3633							X	X	Contact: Donna Martin
Community Dream Center	231 Starling Ave	Martinsville, VA 24112	632-4231					X				Transitional home for men and families

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Disaster Relief Food Ministries	24 A Gov. Stanley Hwy	Bassett, VA 24055	229-6272	X							X	4th Tuesday, worship service 10-11, food boxes given to those attending 11- noon. Those not attending can get food box 1 - 2 pm. For emergency food call fo
FAMIS & Medicaid for adults - IMPORTANT HEALTH COVERAGE INFORMATION	324 T B Stanley Hwy	Bassett, VA 24055	732-0509							X		Low cost or free health insurance coverage for children and Medicaid for low income adults ages 19-64. *Do you have questions and concerns about Medicaid for yourself for your children or want to apply? Questions can be answered by phone. Applications can be completed by phone. Please call or text Ann Walker at 276-732-0509 for help.
Fieldale United Methodist	36 Patrick Ave.	Fieldale, VA 24089	673-6355	X								Meal 3rd Friday of the month 5:30-6:30. For the month of May contact phone number listed for date. No meal provided during the month of December.
First Presbyterian Church	1901 Patrick Henry Ave.	Martinsville, VA 24112	632-3431	X								Breakfast 3rd Saturday of the month, 8:00-9:30am
Grace Baptist Church	6400 Greensboro Rd	Ridgeway, VA 24148	734-1056	X								Meal 1st Tuesday 6:30-7:30 Feb, Apr, Jun, Aug, Oct, Dec. *Waiting for April
Greater Love Ministries	906 E. Church St.	Martinsville, VA 24112	632-0348	X								Food and clothing on scheduled events.
Henry County Food Pantry	3289 Riverside Dr	Bassett, VA 24055	694-4660	X								Food 3rd Wednesday of the month 8:30-11:30am. Old Bassett High School
First United Methodist Church Food Bank and	145 E. Main Street	Martinsville, VA 24112	638-8733	X	X							Food and clothes closet on 3rd Saturday of the month from 9:00 til 11:00

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Henry/Martinsville Social Services	20 Progress Drive/P.O.Box 4946 24115	Martinsville, VA 24112	656-4300	X			X					Foods Stamps, fuel assistance, emergency and general relief financial help for qualified clients.
Henry Co. Martinsville Health Dept.	295 Commonwealth Boulevard	Martinsville, VA 24112	638-2311							X		WIC, Immuniations, family planning, and STI testing must call for appt.
Legal Aide Society	519 Main St.	Danville VA	1-866-534-5243								X	Legal services, legal advice and information to low income families. Including tentant rights.
Love and Hope Ministries	1846 Virginia Ave	Martinsville, VA 24112		X								community meal the 2nd Sunday of the month from 12:30-1:30
Martinsville Senior Center	21 Moss Street	Martinsville, VA 24112	276-656-5260						X			Free transportation for seniors 60+who live in Martinsville. Must be pre-approved and registered. Social activities and nutrtn information.
Health Connect Center/ Med Assist	56 W Church Street	Martinsville, VA 24112	276-632-2246							X		Prescription Assistance.
One Accord Baptist Church Food Bank	3630 Kings Mountain Road	Martinsville, VA 24112	421-2528	X								Clients may come only once a month to the food bank on either 1st or 3rd Saturday of the month from 10:00 til 1:00. Call 276-634-5611
PART Public Transportation		Martinsville, VA 24112	1-800-964-5707						X			3 bus routes available. Call for details
PATHS Community Medical Center	287 Commonwealth Blvd.	Martinsville, VA 24112	632-2966							X		Medical clinic services on sliding scale.
Piedmont Community Services	24 Clay St.	Martinsville, VA 24112	632-7128							X		Mental Health and Recovery Treatment

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Piedmont Dental Health	23 Fayette st.	Martinsville, VA 24112	632-7727							X		Dental services on sliding scale. 8 - 5 Tue - Fri Call for Appointment
Pocahontas Bassett Baptist Church	120 Old Bassett Heights Rd.	Bassett, VA 24055	629-5394	X								Meal 3rd Thursday of the month 5:30pm
Pregnancy Care Center of Martinsville and Henry County	314 Fairy Street. Suite E	Martinsville, VA 24112	634-5433							X		Provides practical assistance to pregnant women and their babies up to 2 years of age. Provides confidential services like pregnancy tests, counseling, maternity clothes, and baby needs. Call for appointment. Mon, Tue 1- 8, Wed, Thu 9-5, closed Fri- Sun *No current office hours. By appointment only.
Ridgeway Family Health	4944 Greensboro Rd	Ridgeway, VA 24148	956-2233							X		Medical Clinic/ sliding scale M-F 7am-7pm/ MedAssist for prescription assistance call 276-632-2246.
Reach Ministry	20 Fayette St	Martinsville, VA 24112		X								Community Meal every Saturday, 4-6pm
Salvation Army	603 S. Memorial Boulevard	Martinsville, VA 24112	638-7259	X			X					Financial assistance for rent, utilities and local mortgages only (no out of state) Monday-Wenesday-Friday from 9 am to 11 am. *Food bags only and must call.
Salvation Army Thrift Store	603 S. Memorial Boulevard	Martinsville, VA 24112	638-7259		X						X	Mon- Sat. from 10-5pm. Inexpensive clothes, furniture and household items.
Smart Beginnings MHC	149 E.Main St.	Martinsville, VA 24112	403-5963								X	Developmental screenings for children ages birth-5year. Licensure training for childcare personnel. Literacy programs for children. Promising Neighborhoods Initiative

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RX Assistance Program	www.rxassistantprogram.com	Website only or call	1-888-344-8915							X		prescription assistance. Call for advocate standing by to assist. 9-5 pm
Smith Memorial United Methodist Church	2703 Daniels Creek Rd.	Collinsville, VA 24078	647-8150	X								Meal last Wednesday of the month 5:30-6:30pm
Southern Area Agency on Aging	204 Cleveland Avenue	Martinsville, VA 24112	632-6442	X					X	X		Helps qualified people over 60 years old with home delivered meals, medical equipment and transportation.
Southside Survivor Response Center		Martinsville, VA 24112	1-877-we-help-6					X				Crisis center for abuse and suicide
STEP, Inc.	6 B Liberty Street	Martinsville, VA 24112	638-8311			X			X		X	Re-entry programs to help with housing, life skills training for those previously incarcerated. Also rapid rehousing and homeless prevention.
WeCare, Inc wecarerecovery.org	509 E.Church St.	Martinsville, VA 24112	634-0300							X		Mental Health, substance abuse and alcoholism recovery center, Peer support, Peer Run Center. *Currently closed to services and delivering meals.
United Way/ VITA Tax Services	149 E.Main St.	Martinsville, VA 24112	638-3946								X	Provides free tax preparation yearly. VITA tax site located at Leatherwood Crossing. For tax related questions and appointments, call 276-403-5976. *Tax site closed until further notice. VITA line (276-403-5976) still open. Free tax filing at MyFreeTaxes.com
Victory International Ministries	100 Marshall Way	Fieldale, VA 24089	732-0601 or 618-2430	X		X						Food pantry - Every other Friday from 11 am - 1 pm. Warehouse with furniture by appointment only (located near the old Fieldale Elementary School). Call number listed for emergency food.

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Virginia Workforce Center	233 W.Commonwealth	Martinsville, VA 24112	634-3600								X	Provides work training and job opportunities
Temple of Christ Church	1018 Fisher Farm Road	Ridgeway, VA 24148	956-2770	X								Food pantry on 1st Saturday of each month form 12:00 noon until 2pm/Call first 956-2770 before coming.
Spanish Resource Landing Page for Seniors										X		https://www.ncoa.org/about-ncoa/bienvenidos-a-ncoa/covid-19-recursos-para-adultos-mayores-y-sus-cuidadores/

Additional Resource Links:

[CFPB – protecting your finances during COVID-19](#)

[Virginia Poverty Law Center – your legal rights](#)

[CBPP – health coverage updates](#)

[Commonwealth of Virginia latest updates](#)

[IRS.gov latest updates](#)

[IRS.gov Free File](#)

[Prosperity Now TON](#)

LOCAL RESOURCES FOR SENIORS, OTHERS (while sheltering at home)

Pharmacies

Danville

1. Kare Pharmacy-411 Park Ave. Danville, VA 24541

(434)792-8281 FREE LOCAL DELIVERY Orders should be placed by 11:00 AM for same day delivery.

2. Piedmont Pharmacy- 305 Mount Cross Rd. Danville, VA 24540

(434)791-3784 FREE CITY DELIVERY. Please allow one day for delivery. County deliveries available for \$3.00 – \$5.00 fee

3. Walgreens- 401 S. Main St. Danville, VA 24541

(434)793-2221 FREE DELIVERY 2-3 days.

4. Commonwealth Pharmacy- 318 Craighead St. Danville, VA 24541

(434)425-0707 FREE DELIVERY. If order is received by noon, same day delivery.

5. CVS- 3212 Riverside Dr. Danville, VA 24541

(434)797-2391 FREE DELIVERY 1-2 days with store app

6. SAM'S CLUB – 215 Piedmont Pl., Danville, VA 24541

(434) 797-3029 Early Senior Shopping Hours Tuesdays & Thursdays, 7 to 9 a.m. for Sam's Club members aged 60 and older and at-risk members. Special shopping hours includes pharmacy and optical center. Free Curbside Concierge Pickup Service to senior and at-risk members who need to shop during special hours and do not feel comfortable coming inside the building. Pull up and an associate will take your list, gather your items and bring order to the car.

Pittsylvania County

1. Commonwealth Pharmacy- 21 S. Main St. Chatham, VA 24531

(434)432-2094 FREE LOCAL DELIVERY 1 day

2. Gretna Drug Co.- 108 Vaden Dr. Gretna, VA 24557

(434)656-1251 FREE LOCAL DELIVERY 1-2 days

3. CVS- 13600 US Hwy Number 29 Chatham, VA 24531

(434) 432-0951 FREE DELIVERY 1-2 days with store app.

Franklin County

1. Cundiff Drug Store- 119 E. Cleveland Ave. Vinton, VA 24179

(540)342-8928 FREE LOCAL DELIVERY

2. CVS- 970 Franklin St. Rocky Mount, VA 24151

(540)483-0258 FREE DELIVERY 1-2 days with store app.

3. WALGREENS- 290 Old Franklin Turnpike Rocky Mount, VA 24151 (540) 428-0206 FREE DELIVERY

1-2 days with app.

Henry County

1. CVS- 400 Riverside Dr. Bassett, VA 24055

(276)629-2547 FREE DELIVERY 1-2 days with store app.

2. CVS- 3001 Virginia Ave. Collinsville, VA 24078

(276)647-3886 FREE DELIVERY 1-2 days with store app.

Martinsville

1. Cavalier Pharmacare- 806 Memorial Blvd. Martinsville, VA 24112

(276)666-6644 FREE DELIVERY 1-2 days

2. Starling Pharmacy- 1312 Memorial Blvd S #4809 Martinsville, VA 24112

(276)632-6222 FREE LOCAL DELIVERY 1-2 days

3. Paths Community Pharmacy- 1049 Brookdale St. Suite A Martinsville, VA 24112

(276)670-2207 FREE LOCAL DELIVERY 1-2 days

4. CVS- 760 E. Church St. Martinsville, VA 24112

(276)632-9804 FREE DELIVERY 1-2 days with store app.

5. Walgreens- 2707 Greensboro Rd. Martinsville VA, 24112

(276)632-0180 FREE DELIVERY 1-2 days with store app.

Patrick County

1. CVS- 301 S. Main St. Stuart, VA 24171

(276)694-4586 FREE DELIVERY 1-2 DAYS with store app.

2. Spring Drug- 22042 Jeb Stuart Hwy. Patrick Springs, VA 24133

(276)694-3100 FREE LOCAL DELIVERY 1 day

3. Walgreens- 140 S. Main St. Stuart, VA 24171

(276)694-4034 FREE DELIVERY 1-2 days with store app.

Food Banks

Danville/Pittsylvania County

God's Storehouse- 750 Memorial Dr. Danville, VA 24541 (434)793-3663 – pickup only-

Franklin County

1. Heavenly Manna Inc.- 2233 B S Main St. Rocky Mount, VA 24151

(540)483-3923- pickup only-

2. Rocky Mount Church of God- (God's Provision) 1360 N Main St. Rocky Mount, VA 24151

(540) 263-8140 – possible delivery during quarantine period-

3. Piedmont Community Services- 30 Technology Dr. Rocky Mount, VA 24151

(540)483-0582 – can deliver if needed ask for Kat

4. His Cupboard- 25 Depot Drive Boones Mill, VA 24065

(540)334-5154 – pickup Tuesday and Thursday 10-2

Martinsville/Henry County

1. Community Storehouse- 4201 Greensboro Rd. Ridgeway, VA 24148

(276)632-9002 Temporarily closed to public. **Check Community Storehouse FaceBook for details re. upcoming special distribution events.**

2. Victory Baptist Church- 1300 Dillons Fork Rd. Fieldale, VA 24089

(276)673-2093- pickup only-

3. Disaster Relief Food Ministry- Salem Hwy Stuart, VA 24171

(276)229-6272- pickup in Bassett will accommodate delivery if needed for special circumstances.

4. Salvation Army- 603 Memorial Blvd S. Martinsville, VA 24112

(276)638-7259- pickup- call and they will get a box ready for pickup. Also on Wednesday and Friday you can get a to go plate from 12-1pm.

5. Christ Episcopal of Martinsville- 311 East church St. Martinsville, VA 24112

(276)632-2896- pickup hot meal Wednesday's starting at 5:30 pm (drive thru line)

6. Pleasant Grove Methodist Church- 1000 snow Creek Rd. Martinsville, VA 24112

(276)638-2191- food box pickup every Thursday from 5-6:00 pm through the end of May

Patrick County

1. Patrick County Food Bank- 108 Commerce St. Stuart, VA 24171

(276)694-6300- pickup only-

2. Patrick Springs Pentecostal Holiness Church- 260 Spring Rd. Patrick Springs, VA 24133

3. Salvation Army- 651 S. South St. Mt. Airy, NC 27030

(336)786-4075 – pickup by apt only when calling push option #2

(276)694-6357- pickup only- open Monday, Wednesday and Friday weekly starting at 2:00 pm

4. Providence United Methodist Church- 1021 Providence Dr. Patrick Springs, VA 24133

(276)694-4361 –pickup only- ask for Kim

5. Soup Kitchen- Patrick Springs, VA 24133

(276)952-8967 ask for Van delivery only on Tuesday's (currently closed)

Grocery Stores with Pickup options

Danville

1. Food Lion- 4048 Franklin Turnpike Danville, VA 24540

(434)836-1290- pickup- Orders have a fee of \$3.95 can order online.

2. Wal-Mart- 515 Mount Cross Rd. Danville, VA 24540

(434)713-5521- pickup- No Fees – Accepts SNAP/EBT can order online or with store app.

Pittsylvania County

1. Food Lion- 3305 US HWY 29 Danville, VA 24540

(434)836-5335- pickup- Orders have a fee of \$3.95 can order online.

Franklin County

1. Kroger- 400 Old Turnpike Suite 110 Rocky Mount, VA 24151

(540)483-1002 – pickup- No Fees Delivery available for a \$9.95 fee. Order online or with app.

2. Wal-Mart- 550 Old Franklin Turnpike Rocky Mount, VA 24151

(540)484-1002- pickup- No Fees. Order online or with store app.

Martinsville/Henry County

1. Kroger-240 Commonwealth Blvd W. Martinsville, VA 24112

(276)666-4001-pickup-No Fees. Order online or with store app.

2. Wal-Mart- 976 Commonwealth Blvd Martinsville, VA 24112

(276)634-5110- pickup- No Fees.

Patrick County

*** NO STORES HERE OFFER PICKUP***

The following may be useful for Woolwine residents

Food Lion- 350 West Main St. Floyd, VA 24091

(540)745-9600- pickup – Orders have a \$3.95 fee.

Additional Help

1. Effective Monday March 30- Pittsylvania County Sheriff's Office is offering pickup and delivery of Prepaid medication and essentials to elderly and shut in residents.

Please contact them at (434)432-7803

2. Patrick County Sheriff's Office- 742 Commerce St. Stuart, VA 24171

(276)694-3161- will be assisting Patrick County Food bank in deliveries when needed.

Your Rights as a Tenant During COVID-19 Outbreak

(Current as of March 23, 2020)

Your landlord must take you to court to evict you:

- Your landlord cannot evict you without a court order, no matter what your lease says.
- You do not have to move out just because the landlord tells you to leave, gives you a “5 Day Pay or Quit” or other written notice, or files an eviction lawsuit (“unlawful detainer”) against you.

Court closures:

- Courts have stopped hearing unlawful detainer cases until at least April 6, 2020.
- We do not know when the courts will schedule new eviction cases.
- Still, if you have an unlawful detainer case scheduled for the next few weeks, you should check with the court to find out when it will be heard. You can also look up your case and find the court’s phone number by visiting <http://www.courts.state.va.us/courts/gd.html>.
- You can still go to the court for emergencies, like if your landlord illegally locks you out.

It is illegal for your landlord to shut off utilities or lock you out without a court order:

- If the landlord locks you out or cuts off heat, water, gas, or electricity *without a court order*, you can call your local sheriff or police for help.
- You can also sue your landlord to get back into your home and get utilities turned back on. The courts are still hearing emergency cases like these, called “unlawful exclusions.”

Your landlord still has a duty to do repairs and maintenance:

- Even with the COVID-19 outbreak the landlord must still provide you with a safe and healthy place to live.
- If something breaks, send your landlord a letter asking for repairs right away.

Your utilities, including water and electricity, should not be cut off:

- The State Corporate Commission has told electric, gas, and water companies not to cut service for non-payment until the COVID-19 crisis ends.
- If your Dominion Energy service was recently cut off, call 1-866-366-4357 to get reconnected.

If you are facing eviction, if your landlord attempts to lock you out without taking you to court, or if you have questions about your rights, contact your local legal aid by calling 1-866-LEGL-AID or get legal advice from the Eviction Legal Helpline by calling 1-833-NoEvict. Visit VaLegalAid.org for more information.

Sus Derechos como Inquilino Durante la Epidemia de COVID-19

(23 de marzo de 2020)

Su Propietario no lo puede desalojar legalmente sin primero llevarlo a la corte:

- Usted no tiene que mudarse solo porque el propietario se lo diga, o le da un aviso de 5 días de pago o abandono, o le envíe una retención ilegal.
- El Propietario no lo puede desalojar sin tener una orden de la corte. Cualquier declaración en un arrendamiento que diga que usted renuncia a sus derechos en la corte no puede ser esforzada.
- Todos los procedimientos que no sean de emergencia en la corte del estado están suspendidos hasta por lo menos Abril 6, 2020, pero el propietario aún puede empezar un caso para desalojarlo. Aun no se sabe cuándo serán escuchados esos casos.
- A pesar de que todos los procedimientos de corte sin emergencia han sido suspendidos, si usted tiene un caso de desalojo ("retención ilegal") programado para este mes y si la corte no ha comunicado claramente si su caso ha sido retrasado, usted debe de llamar a la corte. También puede buscar su caso en el sitio <http://www.courts.state.va.us/courts/gd.html>.

Su Propietario no puede forzarlo a salir con apagarle la luz o dejándolo afuera:

- Su propietario no puede apagar los servicios públicos, dejarlo afuera del sitio de renta, o desalojarlo sin darle un aviso e ir a corte.
- Si su propietario lo deja afuera o deliberadamente falla en proveer calefacción, agua, gas, o electricidad, usted debe de llamar a las autoridades y pedir ayuda.
- Usted también tiene derecho de meter una demanda en corte para regresar a la propiedad y para que le prendan los servicios públicos. Las cortes aun siguen escuchando estos casos, llamados "exclusiones ilegales."

Su propietario tiene una obligación continua de hacer reparaciones:

- La epidemia de virus no excusa a su propietario de hacer reparos, y el propietario debe de seguir proveyendo un lugar habitable para vivir.
- Si algo se rompe, mande a su propietario un aviso en escrito y solicite reparaciones rápidas.

Usted no debe de tener ninguna interrupción de sus servicios, incluyendo agua y electricidad:

- La Comisión de Corporaciones Estatales ha dirigido a las compañías de electricidad, gas, y agua que suspendan las desconexiones de servicios hasta que la epidemia de coronavirus disminuya.
- Su usted ha sido previamente desconectado de los servicios de Dominion Energy por falta de pago, marque a 1-866-366-4357 para ser reconectado.

Cierre de Cortes:

- La Corte Suprema de Virginia ha declarado una emergencia judicial y ha suspendido todos los procedimientos de corte que no sean emergencia y también todos los plazos hasta por lo menos Abril 6, 2020.
- Usted aún puede ir a la corte para buscar un alivio de emergencia, como por ejemplo si su propietario lo deja fuera de su casa.

Si usted está enfrentando un desalojo, o si su propietario intenta dejarlo afuera sin llave sin llevarlo a la corte, o si tiene preguntas sobre sus derechos, póngase en contacto con su legal aid local llamando al 1-866-LEGL-AID o para recibir consejo legal de La Línea Legal de Ayuda para Desalojamientos llame a 1-833-NoEvict. Visite a VaLegalAid.org para más información.

Virginia Medicaid is Taking Action to Fight COVID-19



No co-pays for any Medicaid or FAMIS covered services



No pre-approvals needed and automatic approval extensions for many critical medical services



Outreach to higher risk and older members to review critical needs



90 day supply of many routine prescriptions



Ensuring members do not inadvertently lose coverage due to lapses in paperwork or a change in circumstances



Encouraging use of telehealth

Medicaid covers all COVID-19 testing and treatment. Call your doctor.

Frequently Asked Questions

How can I get health coverage?

You can apply for Medicaid at any time at <https://www.commonhelp.virginia.gov>. Medicaid covers a variety of services, including testing and treatment for COVID-19.

I am sick but cannot afford my co-pay to see the doctor. What should I do?

All Medicaid and FAMIS co-pays are eliminated. You do not need to pay anything to see a doctor.

I am worried my prescriptions will run out. How can I prepare?

Medicaid is allowing members to fill a 90-day supply of many routine prescriptions. Check with your pharmacist or doctor.

Check out our FAQs

for answers to more of your questions.

https://coverva.org/materials/FAQ_Final_3_20.pdf

Stay Connected!

Sign up for regular updates and information about your health coverage and COVID-19
<https://bit.ly/CoverVAUpdates>

Text COVID19 to 268-782

to keep up with the latest Medicaid news on COVID-19*

Follow us on social media



CoverVA



@VaMedicaidDir
@CoverVA

Have other questions

about how Medicaid is improving access to care in response to COVID-19? Contact DMAS here:

<https://www.dmas.virginia.gov/contactforms/#/general>

*Message and data rates may apply. Message frequency varies. Reply HELP for help or STOP to cancel. Visit <http://bit.ly/vawireless> for more.

COVID-19 Information for Medicaid Members

Frequently Asked Questions

How can I get health coverage?

You can apply for Medicaid at any time at <https://www.commonhelp.virginia.gov>. Medicaid covers a variety of services, including testing and treatment for COVID-19.

I am sick but cannot afford my co-pay to go to the doctor. What should I do?

All co-pays for Medicaid and FAMIS covered services are eliminated. You do not need to pay anything to see a doctor.

I am worried that my prescriptions will run out. How can I prepare?

Medicaid is allowing its members to get early refills and up to a 90-day supply of many routine prescriptions. Check with your pharmacist or doctor.

Will my current coverage be canceled if I experience a change in circumstances and/or I was late mailing in my renewal documents?

No, Virginia Medicaid will not cancel coverage for eligible individuals due to a change in circumstances or paperwork issues. Our priority is to maintain your coverage during this time. If you experience issues, please contact <https://www.dmas.virginia.gov/contactforms/#/general> so that we might assist you.

I had to move out of Virginia temporarily because of the coronavirus, but I am still a resident of Virginia. Can I keep my Medicaid coverage?

Yes, you will continue to be eligible for Medicaid coverage.

I am a Medicaid member, and I experienced a loss of wages due to COVID-19. Should I report this to Medicaid?

Yes, a loss in wages will not endanger your benefits. By reporting the change in your income, we can help you determine if you may qualify for other services, such as the Supplemental Nutrition Assistance Program.

Will Medicaid make changes in its appeals procedures because of COVID-19?

Yes. DMAS is making the following changes:

- DMAS is seeking federal authority to accept client/member appeals filed during the COVID-19 emergency that miss the normal filing deadlines. If the authority is granted, those appeals will move forward as if the deadlines were met. This policy will apply retroactively for the length of the Governor's emergency declaration, which began on March 12, as soon as the agency receives approval.
- For all appeals filed during the state of emergency, Medicaid members will automatically keep their health coverage and have access to Medicaid-covered medical services without any financial impact while the appeal is proceeding. Medicaid managed health plans will also approve continued coverage while their internal appeal process is underway.
- All DMAS State Fair Hearings will be conducted by telephone.
- DMAS will grant requests to reschedule hearings.
- Appeals may be submitted to DMAS via e-mail at Appeals@DMAS.Virginia.gov

State Fair Hearing decisions may not be issued within the normal timeframe, depending on the length of the emergency.

Questions About Behavioral Health Services

Can I receive behavioral health services through telehealth or by telephone?

Virginia Medicaid has issued guidance to providers allowing the following Medicaid services to be offered through telehealth and by telephone: care coordination, case management, peer services, needs assessments, and psychiatric services, including medication management and individual, group, and family therapy.

My behavioral health clinician is not available (or cannot be reached), and I need assistance. What are my options?

You may call the behavioral health agency in your community and discuss options for access to other clinicians. You may also call your managed care organization or Magellan of Virginia to ask for care coordination assistance in finding a behavioral health provider who is available to assist with your care at this time.

I do not have access to smartphones or internet, and I am isolated and need to contact my provider. Will Medicaid cover my visit if it is through my telephone?

For most services, telephonic communication will be covered; please contact your managed care organization or Magellan of Virginia if you have questions about a specific service.

What happens to my child in residential treatment? Do I need to pick my child up?

Please contact your child's residential treatment center to determine the situation and best options for your child. If you need to pick your child up and need assistance, please contact your child's managed care organization or Magellan of Virginia care coordination for assistance.

I am isolated and need more medication. How can I get my prescription refilled?

Please contact your prescriber or pharmacy. If you need additional assistance, your managed care organization or Magellan of Virginia care coordinator can assist in communicating your needs to help get your prescriptions refilled and available to you.

What happens if I refuse my behavioral health services due to concern with COVID-19. Will my services be terminated if I go 30 + days without services?

No, due to our state of emergency, your services will not be terminated if you go 30 days without services. Please contact your managed care organization or Magellan of Virginia for more specific service-related details.

My child's Applied Behavior Analysis provider mentioned providing telehealth services during this crisis. I'm not sure what this means; is it allowed by Medicaid?

"Telehealth services" means the use of telecommunications (either by telephone or video) and information technology to provide access to both medical and behavioral health services. Yes, telehealth is allowed for specific services. Please call your managed care organization or Magellan of Virginia for more specific service-related details.

I attend a Psychosocial Rehabilitation Program with more than 50 people. This facility is closed to the public, but not to members. I am considered high-risk for the coronavirus, but I don't want to miss attending the program because it helps me. Does Medicaid have any guidance on these community programs?

DMAS encourages its members to avoid any gathering of more than 10 individuals. Many Medicaid services are available by phone or via video communication. Please contact your provider for more information.

Should I allow providers to deliver in-home services for my child during the COVID-19 emergency?

DMAS encourages its members to avoid close contact with individuals who are sick. If you, any of your family members or your provider shows symptoms of illness, we recommend against receiving services in the home. Services can take place by phone or via video communication. If you decide to have services provided in the home, you can take steps to protect yourself from the virus, which can be found here:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

How do I continue to receive School-Based Therapeutic Day Treatment (TDT) Services when the schools are closed?

Therapeutic Day Treatment can be provided by phone, as well as in-person in the home, on a one-on-one basis. You can contact your provider to inquire if these options are available.

How do I access crisis services if I cannot go to the hospital?

You can contact your local community services board, Magellan of Virginia or your managed care organization's behavioral health crisis line.

My community services board is closed, and I need services. Who should I contact?

Please contact your managed care organization or Magellan of Virginia member services line to assist with finding you a referral for the services you need.

Can I give consent over the phone for behavioral health services?

Yes you can.

General Questions

Do you have other questions about how Medicaid is improving access to care in response to COVID-19?

If yes, please contact DMAS here: <https://www.dmas.virginia.gov/contactforms/#/general>

What do I do if I have general questions about COVID-19?

If you have general questions about the COVID-19 virus (also known as the novel coronavirus, you can call the Virginia Department of Health's COVID-19 hotline at 877-ASK-VDH3 or visit their website at

<https://www.vdh.virginia.gov/coronavirus/>

Help in Any Language

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you.
Call 804-786-7933 (TTY: 1-800-343-0634).

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 804-786-7933 (TTY:1-800-343-0634).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 804-786-7933 (TTY:1-800-343-0634) 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 804-786-7933 (TTY:1-800-343-0634).

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 804-786-7933 (TTY:1-800-343-0634)。

العربية (Arabic)

المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة هاتف رقم 804-786-7933 برقم اتصل. بالمجان لك تتوافر اللغوية والبكم الصم: 1-800-343-0634

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 804-786-7933 (TTY: 1-800-343-0634).

فارسی (Farsi)

زبان به اگر: توجه 804-786-7933 (TTY:1-800-343-0634) شما برای رایگان بصورت زبانی تسهیلات، کنید می گفتگو فارسی با. باشد می فراهم

አማርኛ (Amharic)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 804-786-7933 (መስማት ለተሳናቸው 1-800-343-0634)፡

اردو Urdu

خدمات کی مدد کی زبان کو آپ تو، ہیں بولتے اردو آپ اگر: خیردار 804-786-7933 (TTY:1-800-343-0634) - ہیں دستیاب میں مفت

Français (French)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 804-786-7933 (TTY:1-800-343-0634).

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 804-786-7933 (телетайп: 1-800-343-0634).

हिंदी (Hindi)

नोट: यदि आप हिंदी बोलते हैं, तो भाषा समर्थन सेवाएँ आपको मुफ्त में उपलब्ध हैं। कॉल 804-786-7933 (TTY:1-800-343-0634)

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 804-786-7933 (TTY:1-800-343-0634).

বাংলা (Bengali)

লক্ষ্য করুন: যদি আপদন বাংলা, কথা বলতে পাতেন, োহতল দন:খেচায় ভাষা সহায়ো পদেতষবা উপলব্ধ আতে। ফ ান করুন 804-786-7933 (TTY:1-800-343-0634)।

Bàsòò-wùdù-po-nyò (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò bɛ́in m̀ gbo kpáa. Ɖá 804-786- 7933 (TTY: 1-800-343-0634)

N'ihì na (Ibo)

Ige nti: O buru na asu lbo asusu, enyemaka diri gi site na call 804-786-7933 (TTY:1-800-343-0634).

èdè Yorùbá (Yoruba)

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 804-786-7933 (TTY:1-800-343-0634).