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**Memorandum**

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To: Derek Wu

From: Dylan Craig

Date Created: 6/20/2024

Last Updated: 6/28/2024

Subject: VA Phone Applications

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**Executive Summary:**

Several phone line options exist for Virginians when it comes to social services (SNAP, Medicaid, TANF, etc.) with two options allowing for over-the-phone applications (CoverVA and Enterprise Call Center). The Enterprise Call Center likely launched on April 4, 2017 with the Energy Assistance Program being added on June, 2017. However, archives LDSS websites where this phone line might appear don’t appear until 2022. Further confirmation will be needed to ensure this April 4, 2017 date is correct.

The CoverVA website first launched on October 8th, 2013. The phone number for CoverVA was first mentioned in a VDSS pamphlet in 2014, and was posted on LDSS websites starting in 2022. The October 8th 2013 date is less reliable here as it’s just an archive and may be off by several months.

**Notes:**

**Enterprise Call Center:**

* [Availability announced by VDSS](https://www.roanokeva.gov/2271/Enterprise-Customer-Service-Center) on April 4th, 2017
  + Included following programs
    - SNAP
    - TANF
    - Medical Assistance
* [Energy Assistance Program](https://www.roanokeva.gov/2271/Enterprise-Customer-Service-Center) (EAP) handled starting June 2017
* [Other services](https://www.roanokeva.gov/2271/Enterprise-Customer-Service-Center)
  + Status of Application or Current Case
  + Amount of Benefits Authorized
  + Date of Benefit Issuance
  + Benefit Eligibility Period
  + Appeals Referrals
  + Verification of Receipt of Benefits
* Other archives
  + The Enterprise Call Center Phone Number is listed as 855-635-4370 on the [CommonHelp Website](https://commonhelp.virginia.gov/) (6/28/2024)
    - This phone number appears on the CommonHelp website [as early as 2012](https://web.archive.org/web/20121203163618/https://commonhelp.virginia.gov/access/) when the site launched?
      * Calling this line leads to several prompts
        + Apply for benefits

Apply for healthcare only (I assume leads to CoverVA)

Apply for all benefits (I assume leads to Enterprise Call Center)

* + - * It’s also the line for [applying for HealthCare only](https://web.archive.org/web/20151201124919/https://commonhelp.virginia.gov/access/)
      * I think this phone number just facilitates callers to different call centers rather than serving as the line for any specific call center (CoverVA or Enterprise)
    - [Lee County 8/12/2022](https://web.archive.org/web/20220812082343/https://www.leecountydss.com/energy-assistance)
    - [Henrico County 10/3/2022](https://web.archive.org/web/20221003212144/https://henrico.us/dss/how-to-apply-for-benefits/)
    - [King William County 12/7/2023](https://web.archive.org/web/20231207072047/https://www.kwc.gov/261/Virginia-CommonHelp)
    - [Newport News 2/6/2023](https://web.archive.org/web/20230206061643/https://www.nnva.gov/300/Benefit-Programs)

**CoverVA**

* [Phone application first archived on 10/8/2013](https://web.archive.org/web/20131008131919/http://www.coverva.org/main_apply.cfm)
  + Applications for following programs
    - Medicaid
    - FAMIS
    - Plan First
* [Twitter post](https://x.com/coverva/status/1102955485811101698) claims Coverva.org launched in 2013
  + This [@coverva twitter](https://x.com/coverva) account joined in July 2013
* Other archives
  + [Call Center line is 833-5CALLVA](https://coverva.dmas.virginia.gov/contact/) (833-522-5582)
    - Calling this line leads to “Virginia One Benefit” which I assume is another call center that redirects calls
      * Here, the 833-5CALLVA number is listed as being for Enterprise instead
      * [Henrico County 9/22/2022](https://web.archive.org/web/20220902034127/https://henrico.us/dss/) (phone line only)
* 855-242-8282 phone line (this one seems right)
  + [VDSS instructions for PPACA & Foster Care Youth 7/27/2014](https://web.archive.org/web/20140727190056/http://www.dss.virginia.gov/files/division/pa/healthcare_reform/fc_youth/ppaca_options.pdf)
  + [Loudoun County 7/12/2020](https://web.archive.org/web/20200712130121/https://www.loudoun.gov/4410/Medicaid)
  + [Fredericksburg City 9/24/2020](https://web.archive.org/web/20200924031332/https://www.fredericksburgva.gov/496/Medical-Assistance-Programs)
  + Hanover County 9/25/2020

**2-1-1 Virginia**

* [First archive on 10/17/2013](https://web.archive.org/web/20131017061229/https://www.dss.virginia.gov/community/211.cgi)
* Not an application service, rather an online information and referral service

**Other Sources:**

* [VDSS](https://wayback-api.archive.org/web/20240000000000*/https://www.dss.virginia.gov/geninfo/vdss_contacts.cgi) Direct lines for Help with Programs and Services
  + 2005-2024
  + Description of services and programs doesn’t suggest that these are application related
* [VDSS Hotlines](https://wayback-api.archive.org/web/20090601000000*/https://www.dss.virginia.gov/contact_us/)
  + 2009-2024

\*\* Could review these other sources if we’re interested in availability of hotlines or other informational but non-application related sources