



## COMMONWEALTH of VIRGINIA

Karen Shelton, MD  
State Health Commissioner

Department of Health  
P O BOX 2448  
RICHMOND, VA 23218

TTY 7-1-1 OR  
1-800-828-1120

May 16, 2024

Dear Client,

The Virginia Department of Health (VDH) has not received your eligibility renewal for program services. As of May 2022, an eligibility assessment **must be completed every 24 months** to continue to receive services in this program. This is a change from the prior requirement of updating eligibility every six (6) months.

### What should you do?

Contact one of the program's agencies for help. The agency completes your eligibility in the new electronic system after receiving your most recent information. This process can be completed in-person or by telephone. **There are no paper eligibility assessments.**

The agency needs the following:

- most recent income,
- proof of current address, and
- insurance cards, if applicable.

To see a list of agencies that can assist with your eligibility, please visit Resources Connections <https://vadoh.myresourcedirectory.com>. You can also contact the Call Center (855-362-0658) to find an agency.

### When is it due?

The assessment must be completed by **July 31, 2024**.

### What happens if this is not completed?

If your assessment is not received by **July 31, 2024**, you will not be able to use services in the program. Services can resume once your information is received and processed.

If you have questions about this letter, contact the Call Center at 855-362-0658.

Thank you for your attention to this matter.

Sincerely,  
The Virginia Department of Health