

Medicaid and Long-Term Care Resources in Virginia

Medicaid

Enrollment and eligibility

Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, VA 23219
804-786-7933
www.dss.virginia.gov/localagency

For regional listing, specify which county you are calling from.

Executive office

Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, VA 23219
804-786-8099

Community-based waiver program

Waiver Services Unit
Division of Long-Term Care
Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, VA 23219
804-786-1465

Nursing homes

Licensing, certification, inspection,
investigation, and complaints
Office of Licensing and Certification
Division of Long-Term Care Services
3600 West Broad Street, Suite 216
Richmond, VA 23230
804-367-2100
800-955-1819 (Complaint Hotline)

Ombudsman

State Long-Term Care Ombudsman
Virginia Association Area Agencies of Aging
24 East Cary Street, Suite 100
Richmond, VA 23219
804-565-1600
800-552-3402
www.vaaaa.org/LTCOP