

Questions About Application or Enrollment

If you have questions about applications or enrollments, please follow the steps below:

1. Submit a ticket. If you are unable to submit a ticket, please call the Consumer Assistance Center, and they will help you submit a ticket.
2. Allow time for the ticket to be resolved.
3. If you disagree with the ticket resolution, you may submit an appeal. All eligibility appeals must be filed within 90 days of the eligibility determination notice.
4. In the unlikely event that the above steps do not result in a resolution of the issue, please email ExchangeAgents@scc.virginia.gov and include the application ID, the case ID, the ticket number, **an appeal ID**, and a summary of the issue. In order to assist you, we must have all of this information, including the ticket number. Should you need to email us, please do not include any personal identifying information (PII). This includes the consumer's name.