



Voter Registration Inquiry Guide

Purpose of This Guide

This guidance is for organizations and individuals that assist consumers with applications or renewals for health coverage through Virginia's Insurance Marketplace.

Consumers applying for or renewing coverage will see a question asking whether they would like to register to vote. Your role is to provide basic voter registration information and direct consumers to the Virginia Department of Elections (ELECT) for all voter registration services.

Virginia's Insurance Marketplace does not provide voter-registration applications, assist consumers with completing them, or collect completed applications. Our role is to share information and direct individuals to the Virginia Department of Elections for voter registration resources and support.

How to Direct Consumers

Consumers applying for or renewing coverage will see a question asking whether they would like to register to vote.

If a consumer asks about this question, say:

"You're being offered the opportunity to register to vote. If you click the link in the application, it will take you to the Marketplace's voter registration information page, which directs you to the Virginia Department of Elections."

If a consumer asks how to register to vote:

"You can register to vote or update your registration through the Virginia Department of Elections at www.elections.virginia.gov."

If a consumer asks for a paper voter-registration application:

"Paper voter-registration applications are available at local voter-registration offices and on the Virginia Department of Elections website."

If a consumer asks for help completing the application:

“I’m not able to help complete voter-registration applications, but the Virginia Department of Elections can assist you.”

If a consumer asks where to return the application:

“Voter-registration applications must be submitted directly to the Virginia Department of Elections or your local registrar.”

If a consumer asks who can register to vote in Virginia:

“To register to vote in Virginia, an individual must:

- Be a United States citizen
- Be a resident of Virginia
- Be at least 18 years old by the next general election (preregistration allowed at 16)
- Not currently be judged mentally incapacitated and disqualified
- If convicted of a felony, have had voting rights restored

Please contact ELECT to confirm your eligibility.”

If someone feels their right to register or decline has been interfered with:

“You can report that to the Virginia Department of Elections at 804-864-8901.”

Remember:

- Do not show any political preference
- Do not influence or discourage a consumer’s voter registration decision
- Do not suggest that voter registration affects Marketplace benefits
- Do not comment on voter eligibility

Always direct detailed questions to ELECT.

Virginia Department of Elections (ELECT) Contact Information

Phone: 804-864-8901

Toll-Free: 800-552-9745

TTY: 711

Email: info@elections.virginia.gov

Website: www.elections.virginia.gov

Online registration and downloadable applications are available here:

<https://www.elections.virginia.gov/registration/how-to-register/>