



How to Submit your Medicaid Application: 3 Easy Ways



Need help? It's best to visit your local office or email us directly.

We're committed to helping you every step of the way!

Submit your Medicaid application by using one of the options below.



Bring Documents to an Office

Deliver to staff member at one of the following offices:

- **St. Croix** : 41-B Mars Hill, Frederiksted, VI 00840
- **St. Thomas**: Department of Human Services, 1303 Hospital Ground BLDG A, St. Thomas, VI 00802-6722
- **St. John**: Department Of Human Services Certification Office, Multi-Purpose Building, 307 Enighed Contant Cruz Bay, St. John , VI 00830



Email Your Documents

Email clearly scanned documents to:

- **stxmap@dhs.vi.gov** if you live in St. Croix
- **sttjmap@dhs.vi.gov** if you live in St. Thomas or St. John
- **Type** “[Your Name] – Medicaid Application” in the subject line of your email and include your full name, current mailing address, and phone number in the body of the email.



Mail Your Documents

Mail your documents to:

- **St. Croix**: Department of Human Services – Medicaid Office, 41-B Mars Hill, Frederiksted, VI 00840
- **St. Thomas**: Department of Human Services – Medicaid Office, 1303 Hospital Ground BLDG A, St. Thomas, VI 00802-6722



What Happens After Submission?

1. We will review your application and all required documentation.
2. If something is missing, we will notify you.
3. You'll receive a decision soon after we have all required documentation.



Make sure your mailing address, phone number, and alternate contact info are accurate and easy to read on every document—this helps us provide updates and avoid delays.