Magellan Complete Care of Virginia - Medicaid Expansion
Frequently asked questions

ABOUT MEDICAID EXPANSION

What is Medicaid Expansion?

Virginia has changed its rules for Medicaid coverage, and soon thousands of adults across the state will be able to get quality, low-cost healthcare coverage. This may include those who have applied for Medicaid in the past but were denied. Under the new rules for Medicaid Expansion, you may now qualify if you did not before.

As of January 1, 2019 if you are a Virginia resident aged 19-64 and meet new income qualifications, you will be able to get the healthcare you need when you need it.

When you join Magellan Complete Care of Virginia (MCC of VA), you will be enrolled in either the Commonwealth Coordinated Care Plus (CCC Plus) or Medallion 4.0 program, depending on your specific health needs.

How do I find out if I'm eligible?

Under the new criteria, around 400,000 adults in Virginia will qualify for Medicaid benefits in 2019. If you are not currently enrolled in or eligible for Medicare and you meet the income requirements for your household size, you may be eligible for Medicaid benefits.

To qualify, you will need to:
- Have an annual income of no more than $17,237 for an individual, or $29,436 for an adult in a household of three.
- Not be currently enrolled in Medicare.

To find out if you qualify, visit the Medicaid Expansion page at CoverVA.org. There, you can answer the questions in the Eligibility Screening Tool to find out if you may be eligible.

How will I know which state program I qualify for?

If you have had Medicaid benefits previously, The Department of Medical Assistance Services (DMAS) will use your medical history to decide whether you are medically complex. This means that you need

extra help with your healthcare needs. If you are medically complex, you will be assigned to CCC Plus. If you aren't, you'll be assigned to Medallion 4.0.

If you are signing up for Medicaid for the first time, you will fill out a health screening on your application that provides us with information about your medical background. If, on that screening, you say that you are medically complex, you will be enrolled in CCC Plus. If you tell us you are not medically complex, you will be enrolled in Medallion 4.0. We will assign you to the appropriate program based on what you tell us your needs are.

If you join us through Medicaid Expansion, we may will contact you or your authorized representative to ask some questions about your health needs and social circumstances. This will happen within the first 120 days you are a member of MCC of VA. This will provide a few additional pieces of information to help us determine what kind of care you need.

What types of care are covered under Medicaid?

You will have coverage for basic needs such as:
- Doctor visits
- Hospital stays
- Prescription drugs
- Behavioral health care

How will I know which health plan I'm enrolled in?

The Department of Medical Assistance Services (DMAS) will assign you to a health plan (also known as a Managed Care Organization (MCO). You will get a letter in the mail that tells you the name of your health plan. If you've been put in a different health plan and would like to enroll with MCC of VA, use the Cover Virginia Call Center at 1-855-242-8282 (TDD 1-888-221-1590), Monday-Friday, 8:00 a.m. – 7:00 p.m. and Saturday from 9:00 a.m. to noon. Or change your health plan online at CoverVA.org. **You have the right to enroll with the plan of your choice.**

After you've signed up with us, we'll send you your ID card and other information to welcome you to our plan. We look forward to having you as a member!

ABOUT MAGELLAN COMPLETE CARE OF VIRGINIA (MCC OF VA)

What is MCC of VA going to do for me?

At MCC of VA, you and your needs come first in everything we do. We're here to help you live a vibrant and healthy life. Through our Integrated Health Neighborhood℠, we'll connect you to local services and resources chosen to benefit you the most.

We want to help you stay healthy and active. Our support teams will work with you to find possible health risks. We'll help you manage them through diet, exercise or other ways that work for you.

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How is MCC of VA different from other health plans?

What sets us apart? Our dedication to offering you choices. And our person-centered culture, tied into everything we do. Our approach places **you** at the center of your care team.

BENEFITS & SERVICES

Which ID card should I use to get services?

You will use the ID card you receive from MCC of VA for the CCC Plus or Medallion 4.0 program for your Medicaid benefits.

Will my benefits change?

Members joining through Medicaid Expansion come to the program from many different health plans/insurance companies and state programs:

- If you have been on a Medicaid plan before, you'll get four more benefits with Medicaid Expansion:
    - Annual wellness exams
    - Vaccines or immunizations
    - Individual and group smoking cessation counseling
    - Nutritional counseling for individuals with obesity or chronic medical diseases
- If you had other insurance, you may have already had these benefits.

When you sign up with MCC of VA, we'll work with you to explain any benefits you have questions about. And we'll help you get the care and services you need.

What extra benefits does MCC of VA offer?

You will get all of the extra benefits offered by the CCC Plus or Medallion 4.0 programs.

Some of these benefits include:
- Adult dental services
- Adult vision services
- CLICKOTINE™ program to quit smoking
- Online therapy programs to help with emotional challenges
- No-cost standard over-the-counter products with a doctor's prescription
- Smart phone with 350 free minutes and 1GB of data each month
- And much more.

Please visit MCCofVA.com for a complete list of enhanced benefits available for each program.

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DOCTORS AND MEDICATIONS

With MCC of VA, can I see the same doctor(s) I'm seeing now?

We understand change isn't easy. You may feel nervous about changing to a new health plan. You might be worried about changes to your doctors, medications or your services. But when you sign up with us, we'll work with you to make your transition as smooth as possible.

If your doctor is not in our network, you can keep seeing him or her for the first 30 days. You can also keep getting your approved services during this time or for 30 days after you first enroll. We will work to add your doctor into our network. If he or she hasn't joined our network after your first 30 days in our plan, we will help you find another doctor in our network who meets your needs.

Which doctors and pharmacies are in the MCC of VA network?

We work with a large network of doctors and pharmacies across Virginia. Visit MCCofVA.com and use our online search to find doctors and pharmacies that fit your needs. You can also call us at 1-800-424-4524 (TTY 711) for CCC Plus, or 1-800-424-4518 (TTY 711) for Medallion 4.0. We are here from 8 a.m. to 8 p.m. local time, Monday through Friday. If your doctor or pharmacy is not in our network, give us a call. We'll reach out to them to join.

How can I find out if my medication is covered?

Visit the Pharmacy page of our website at MCCofVA.com and select "List of covered drugs." Here you can read about your over-the-counter medication benefits. You can also browse a list of covered medications. Or, call us at 1-800-424-4524 (TTY 711) for CCC Plus, or 1-800-424-4518 (TTY 711) for Medallion 4.0.

LEARN MORE AND ENROLL WITH MCC of VA

How can I find out more about MCC of VA?

Visit us at MCCofVA.com. Or, call us at 1-800-424-4524 (TTY 711) for CCC Plus, or 1-800-424-4518 (TTY 711) for Medallion 4.0.

How do I apply for Medicaid benefits?

- Call the Cover Virginia Call Center at 1-855-242-8282 (TDD 1-888-221-1590) to apply on the phone Monday - Friday from 8:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to noon.
- Complete an online application at Common Help: **www.commonhelp.virginia.gov**.
- Complete an online application at The Health Insurance Marketplace: **www.healthcare.gov**.
- Mail or drop off a paper application (**www.coverva.org/mat/magi_1.pdf**) to your local Department of Social Services (mailing may take longer than other methods of applying). Find your nearest local Department of Social Services by visiting **http://www.dss.virginia.gov/localagency/**.

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- Call the Virginia Department of Social Services Enterprise Call Center at 1-855-635-4370 (if you also want to apply for other benefits).

After applying, members will get a letter with a program assignment and information about how to choose a health plan.

- To enroll in CCC Plus, visit cccplusva.com/enroll or call the CCC Plus Enrollment Helpline at 1-844-374-9159 (TTY 1-800-817-6608). This number is available Monday-Friday, 8:30 a.m. - 6 p.m.
- To enroll in Medallion 4.0, visit VirginiaManagedCare.com or call the Medallion 4.0 Enrollment Helpline at 1-800-643-2273 (TTY 1-800-817-6608). This number is available Monday-Friday, 8:30 a.m. – 6 p.m.

ATENCIÓN: Si habla español, tiene servicios de asistencia de idiomas a su disposición. Llame al 1-800-424-4524 (TTY 711) de CCC Plus o al 1-800-424-4518 (TTY 711) de Medallion 4.0.

참고: 한국어를 사용하고 계신 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. CCC Plus 의 경우 1-800-424-4524(TTY 711)번으로 전화하거나 Medallion 4.0 의 경우 1-800-424-4518(TTY 711)번으로 전화하십시오.

Magellan Complete Care of Virginia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

This FAQ is available for free in other languages and formats including online, in large print, Braille or Audio CD by calling Member Services at 1-800-424-4524 (TTY 711) for CCC Plus, or 1-800-424-4518 (TTY 711) for Medallion 4.0, toll free.

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