

Magellan Complete Care of Virginia

Getting started with your health plan

Magellan Complete Care of Virginia (MCC of VA) is a Medicaid health plan. We're here to help you get the benefits and services you need to get and stay healthy.

When you fill out your Medicaid application, you will describe your medical needs. Based on those needs, you will be enrolled in either the Commonwealth Coordinated Care Plus (CCC Plus) or Medallion 4.0 program. This will determine the specific benefits you get.

This guide will give you important information about health insurance and how to use it. We'll help you learn where to go when you are sick, how to get your medicines and more.

What is health insurance?

Health insurance helps pay for your healthcare so you don't have to pay expensive medical costs yourself. It can help pay for routine doctor visits or even serious illness or injury. It also pays for preventive services to keep you healthy, such as flu shots and healthy check-up visits. With Medicaid you don't have to pay an insurance bill each month, and most members have low to no copays or out-of-pocket expenses.



Getting healthcare services

Every health plan has different rules you must follow to get your benefits. You can find out more about a health plan by visiting their website or reading their member handbook.

Your member ID card

When you first sign up with Medicaid you will get a member ID card. Make sure you show your member ID card every time you go to the doctor or pharmacy. This will let the doctor and pharmacy know you have insurance with MCC of VA.

Primary care provider (PCP)

A PCP is a doctor selected by you who meets state requirements and is trained to give you basic medical care. You will usually see your PCP for most of your routine healthcare needs. If you need to see a doctor other than your PCP (like a specialist who focuses on a specific type of care), you may need a referral (authorization) from your PCP.

The doctors and hospitals that work with a health plan are called a network. You'll need to select a PCP that is in the MCC of VA network. We have an online provider directory that shows doctors and hospitals that are currently in our network. If you are an MCC of VA member and your PCP is not in our network, let us know! We can reach out to him or her and ask if they want to join our network.

Urgent care

If you're sick or hurt after hours or you can't see your PCP, you can go to an urgent care center who works with MCC of VA. With MCC of VA, we're here for you even if you get sick or hurt while traveling. If you are outside the service area, you can get urgently needed care from any provider.

Emergency care

An emergency is when you're sick or hurt and could be seriously harmed if you don't get help right away. When you have a medical emergency, call 911 or go to the nearest hospital (even if you're in another city or state). With MCC of VA you don't need prior authorization to get emergency care.

Getting your medicine

When you get a prescription from your doctor, make sure you get it filled at a pharmacy that works with MCC of VA. We have a list of covered drugs we cover, this is called a preferred drug list.

Sometimes there may be limits on the amount of a medicine you can get. You may be able to get drugs not on the covered drugs list that are medically necessary with a service authorization from your PCP. If a drug is medically necessary, that means you need it to prevent, diagnose, or treat a medical condition or prevent it from getting worse.

Extra benefits and services

With MCC of VA you get all of your doctor visits, prescriptions and preventive care, plus you get extra benefits, like:

- 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 prescription
- Smart phone with 1,000 free minutes and 1GB of data each month
- And much more.



Important Information

When you apply for Medicaid, the Department of Medical Assistance Services (DMAS) will assign you to one of several health plans available in Virginia. If you want to change health plans, you can request a different plan from the one DMAS assigns you.

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. to 6 p.m.

To enroll in Managed Care, visit VirginiaManagedCare.com or call the Managed Care Helpline at 1-800-643-2273 (TTY 1-800-817-6608). This number is available Monday – Friday, 8:30 a.m. to 6 p.m. You can also download the Virginia Medallion app for your Android or iPhone. Just search for “Virginia Medallion” in the Google Play or App Store.

To apply for Medicaid Expansion, visit healthcare.gov or 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.

To learn more about MCC of VA, visit MCCofVA.com.

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 Plus의 경우 1-800-424-4524 (TTY 711) 번으로 전화하거나 Medallion 4.0의 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 flyer 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.