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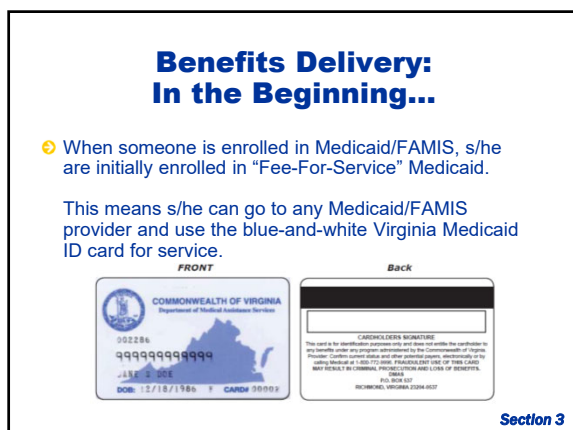
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## Managed Care Organizations

These **6 MCOs** serve all Virginia Medicaid/FAMIS enrollees **in all areas** of the state:



**Section 3, Pages 3.8, 3.9, and 3.28**

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## MCO Selection: New Health Coverage for Adults, Medically Complex

- ✦ Most children and adults participate in **Medallion 4.0** (managed care delivery system)
- ✦ **BUT**, if an applicant for New Adult Coverage indicates on the application that s/he *"needs help with everyday things..."* or has *"been told by a doctor/nurse that s/he has a physical disability or long term disease, mental or emotional illness, or addiction problem,"* s/he will be enrolled in the **CCC Plus** program instead. This program offers **care coordination**.
- ✦ The same 6 MCOs deliver Medallion 4.0 and CCC Plus services. The process for choosing MCOs is almost identical for Medallion 4.0 and CCC Plus members.

*Note: the state is working on combining Medallion 4.0 and CCC Plus.*

**Section 3**

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## Choosing or Changing MCOs

Program	Where to choose an MCO	Can change MCO...
<ul style="list-style-type: none"> <li>• New Adult Coverage</li> <li>• FAMIS Plus</li> <li>• Former Foster Care</li> <li>• Medicaid for Pregnant Women</li> <li>• LIFC</li> </ul>	<p><b>Managed Care Helpline</b> For Medallion 4.0 enrollees <b>800-643-2273</b> Mon – Fri, 8:30AM – 6PM <a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a></p>	<ul style="list-style-type: none"> <li>• Within <b>90 days</b> of initial enrollment</li> <li>• During region's <b>annual MCO Open Enrollment</b></li> <li>• With <b>"good cause"</b></li> </ul> <p><i>*All but New Adult Coverage recipients, their open enrollment is Nov 1 to December 31 annually.</i></p>
<ul style="list-style-type: none"> <li>• New Adult Coverage (medically complex)</li> </ul>	<p><b>CCC Plus Helpline</b> For New Adult Coverage enrollees who are Medically Complex <b>844-374-9159</b> Mon – Fri, 8:30AM – 6PM <a href="http://www.cccplusva.com">www.cccplusva.com</a></p>	<ul style="list-style-type: none"> <li>• Within <b>90 days</b> of initial enrollment</li> <li>• Either <b>October 1</b> or <b>November 1</b> to <b>December 18</b> annually</li> <li>• With <b>"good cause"</b></li> </ul>

**Section 3, Pages 3.8 and 3.9, Handout**

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## MCO Comparison Chart

<b>waetna</b> American Health Insurance 1-800-279-2771 TTY: 711 wafirst@vahealthcare.org	<b>Avanti</b> Avanti Health Insurance 1-800-955-0020 TTY: 711 avanti@vahealthcare.org	<b>MOORE</b> MOORE Health Insurance 1-800-424-4248 TTY: 711 moore@vahealthcare.org	<b>Optima</b> Optima Health Insurance 1-800-381-2567 TTY: 711 optima@vahealthcare.org	<b>UnitedHealthcare</b> UnitedHealthcare Health Insurance 1-844-752-8024 TTY: 711 uhc@vahealthcare.org	<b>Virginia Premier</b> Virginia Premier Health Insurance 1-800-757-7575 TTY: 711 vp@vahealthcare.org
<b>Added benefits:</b> <b>Adult vision</b> <ul style="list-style-type: none"> <li>• Eye exams and 100% for glasses or contact lenses</li> </ul> <b>Healthy vision and kids</b> <ul style="list-style-type: none"> <li>• Monthly vision program, 100% for exams, contact lenses, frames, and contact lenses for children</li> <li>• Free eye exams, contact lenses, frames, and contact lenses for children</li> <li>• Free eye exams, contact lenses, frames, and contact lenses for children</li> <li>• Free eye exams, contact lenses, frames, and contact lenses for children</li> </ul> <b>Phone and online tools</b> <ul style="list-style-type: none"> <li>• Free online portal with care coordination, appointment, and prescription services</li> <li>• 24/7 Member Services</li> </ul> <b>Wellness programs</b> <ul style="list-style-type: none"> <li>• Adult program with 24/7 virtual care and on-site health assessments</li> <li>• On-site health assessments</li> <li>• Weight management</li> <li>• Diabetes Care for 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Section 3, Pages 3.8, 3.9, 3.28

## Choosing or Changing MCOs

Program	Where to choose an MCO	Can change MCO...
<ul style="list-style-type: none"> <li>• FAMIS</li> <li>• FAMIS MOMS</li> <li>• FAMIS Prenatal</li> </ul>	<b>Cover Virginia Call Center</b> <b>855-242-8282</b> Mon – Fri, 8AM – 7PM; Sat 9AM – 12PM	<ul style="list-style-type: none"> <li>• Within 90 days of initial enrollment</li> <li>• During annual renewal (FAMIS only)</li> <li>• With "good cause"</li> </ul>

Section 3, Page 3.28, Handout

## Benefits Delivery: Plan First

- Plan First enrollees receive a green/white ID Card to show when they receive services.
- Plan First recipients are **not enrolled** in an MCO.
- A list of Plan First providers can be found via [http://coverva.org/programs\\_plan\\_first.cfm](http://coverva.org/programs_plan_first.cfm)



Section 3, Part V




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### Benefits: New Adult Coverage

- ☛ Preventive services (including wellness exams, immunizations, and smoking cessation)
- ☛ Doctor, hospital and emergency services
- ☛ Behavioral health services, including addiction and recovery treatment services (ARTS)
- ☛ Prescription drugs, labs, and X-ray services
- ☛ Home health services, medical equipment, and supplies
- ☛ Rehabilitative services (PT, OT, speech)
- ☛ Family planning, maternity, and newborn care
- ☛ Non-emergency transportation
- ☛ Long-term services and supports (LTSS), nursing home and community-based care
- ☛ COVID-19 testing and treatment
- ☛ Comprehensive dental benefits
- ☛ More!

**Section 3, Part I  
LTSS: Section 5**

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### Benefits: FAMIS & FAMIS Plus

- ☛ Doctor/Clinic Visits
- ☛ Hospitalizations
- ☛ Prescription Drugs
- ☛ Dental and Vision Care
- ☛ Medically-Necessary Orthodontia
- ☛ Mental Health Services
- ☛ Substance Abuse Services (ARTS)
- ☛ School-Based Services (OT, speech)
- ☛ Well-Child Checkups (EPSDT\*\* in FAMIS Plus), and other preventive care (including immunizations)
- ☛ Non-Emergency Transportation\*\*

\*\* Not covered for FAMIS enrollees after they are enrolled in managed care.

NOTE: Balance billing allowed in FAMIS only

**Section 3, Parts II and II**

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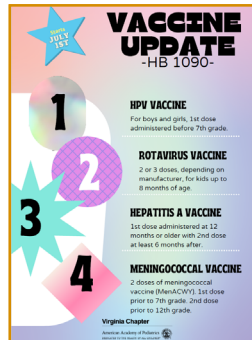
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## Childhood Immunizations are Covered...and Important!




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## Benefits: MPW, FAMIS MOMS & FAMIS Prenatal

- 👉 Doctor/Clinic Visits
- 👉 Hospitalizations
- 👉 Prescription Drugs
- 👉 Dental Care
- 👉 Vision Care
- 👉 Mental Health Services
- 👉 Substance Abuse Services (ARTS)
- 👉 Tobacco Cessation Services
- 👉 Breast pumps and lactation consultant services
- 👉 Non-Emergency Transportation

*If under 21, she also gets:*  
**EPSDT benefits,  
eyeglasses/contacts and  
braces**

*If over 21, no coverage for:*  
**eyeglasses/contacts\* or  
braces** \*Unless these benefits are  
offered as a "value add" benefit of the  
MCO

**LIFC and FFC same  
benefits**

**Section 3, Part IV**

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## Dental Benefits

- 👉 Virginians enrolled in Medicaid/FAMIS receive dental services via the **Smiles For Children** program, administered by **DentaQuest**  
[www.dentaquest.com](http://www.dentaquest.com)

- 👉 Central Call Center: (888) 912-3456

– Monday - Friday from 8am – 6pm

– Clients may call to:

- Verify eligibility and benefits
- Access lists of dental providers
- Get help **finding a dentist and making an appointment**
- Report problems



- 👉 Note: Even though its name is **Smiles For Children**, this program also administers Medicaid dental benefits for adults.

**Section 3**

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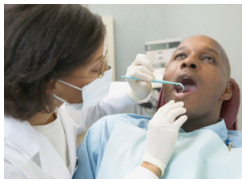
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## NEW! Adult Dental Benefits

The services focus on prevention and restoration and include the following:

- ✦ Diagnostic (x-rays, exams)
- ✦ Preventive (cleanings)
- ✦ Restorative (fillings)
- ✦ Endodontics (root canals)
- ✦ Periodontics (gum related treatment)
- ✦ Prosthodontics (dentures)
- ✦ Oral surgery (extractions and other oral surgeries)
- ✦ Adjunctive general services (all covered services that do not fall into specific dental categories.)



*Note: Braces and bridges are not covered and effective July 1, 2021. MCOs will no longer offer enhanced dental benefits to Medicaid members.*

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## Benefits: Plan First

- ✦ Family planning education and birth control counseling
- ✦ Yearly family planning exam
- ✦ Pap tests and sexually-transmitted infection (STI) testing
- ✦ Lab services for family planning and STI testing
- ✦ Sterilization procedures (tubal ligation or implants for women and vasectomies for men)
- ✦ Prescription contraceptives and over-the-counter contraceptives (with doctor's order)
- ✦ Non-emergency transportation to covered family planning services visit or to pick up a prescription for birth control

**Section 3, Part V**

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## Cost of Services

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## Cost of Services:



During initial Fee-For-Service Period, adults may have small copays for some services (e.g. \$1 clinic visit, \$1 generic medicine)

Once enrolled in an MCO, there are NO copayments for:

- ☛ New Adult Health Coverage, LIFC, Medicaid for Former Foster Care Youth (FFC)
- ☛ Medicaid for Pregnant Women, FAMIS MOMS or FAMIS Prenatal Coverage
- ☛ FAMIS Plus

*American Indians and Alaska Natives pay no copayments.*

**During the PHE, there are no copays for Medicaid/FAMIS covered services.**

**Section 3**

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## Cost of Services: FAMIS



**During the PHE, there are no copays for FAMIS covered services.**

☛ FAMIS enrollees typically pay:

- No copayments for preventive services, like twice yearly dental exams or well-child check-ups
- \$2 (or \$5) for a sick visit to the doctor, prescription, ER visit, etc.
- \$15 (or \$25) for inpatient hospitalization

☛ Copay amounts are based on family income and are listed on the child's MCO card for easy reference.

*American Indians and Alaska Natives pay no copayments.*

**Section 3, Part III**

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## FAMIS Copayment Limits



☛ Families should keep the receipts when they pay copayments and periodically add them up.

☛ When a family meets its annual copay limit (\$180 for a \$2 copay family, or \$350 for a \$5 copay family), it should:

- Complete the **Copayment Tracking Form**, and send copies of the receipts and the form to Cover Virginia
- Once verified, the MCO will be notified
- Copayments will be waived for the rest of the child's enrollment year (new zero copayment ID card issued)

**Section 3**

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## Benefits Changes During the Public Health Emergency

**Virginia Medicaid is taking action to fight COVID-19**

- No co-pays for any Medicaid or FAMIS covered services**
- Outreach to higher risk and older members to review critical needs**
- Encouraging use of telehealth**
- 90 day supply of many routine prescriptions**
- Ensuring members do not lose coverage due to lapses in paperwork**

**Medicaid covers all COVID-19 testing, treatment and vaccines.**




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## Outreach & Ongoing Resources

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## New-and-Improved CoverVa.Org

Welcome to Cover Virginia. On this website, you can learn about Virginia's Medicaid and CHIP programs for children, pregnant women, and adults. You can also get information about health insurance options through the Federal Marketplace.

**Learn** | **Apply** | **Members**

**Do you qualify for coverage?**

**COVID-19**

Learn how to get your COVID-19 vaccine at [vaccine.virginia.gov](#). Call 1-877-686-8666 (TDD) 711, from 8 a.m. to 8 p.m.

**New Adult Dental Coverage**

Starting July 1, 2021, adults 21 and older enrolled in Medicaid or CHIP will receive comprehensive dental coverage. View the [Guides to Dental Coverage](#).

**New Coverage for Pregnant Women**

Starting  now everything you need to know about your new coverage for coverage.

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### How to Order Medicaid/FAMIS Materials

1. Go to [www.coverva.org](http://www.coverva.org)
2. Click **Partners**
3. Click **Materials**





**Items available to print or order free of charge:**

- Brochures
- Posters
- Palm/rack cards
- Member handbooks
- Paper applications
- And more!

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### SignUpNow Resources

- 🔑 **Tool Kit** – hardcopy and online, updates indicated by (date)
- 🔑 **Online, on-demand training modules**
  - Today's curriculum divided into 20-30 minute sessions
  - Good for refresher or if have new employees, includes a post-test at end of each module
- 🔑 **SignUpNow Outreach** – Quarterly eNewsletter
  - Program updates, tips, helpful information
- 🔑 **Technical Assistance** –
  - (804) 828-6062 or [signupnow@vhcf.org](mailto:signupnow@vhcf.org)

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