

Introducing...  **CardinalCare**
Virginia's Medicaid Program

- Virginia Medicaid rebranded its health coverage programs as Cardinal Care on January 1, 2023.
- All managed care and fee-for-service members are part of Cardinal Care. The managed care delivery methods [Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus)] will be combined into one program.
- Members can keep their health plans and do not need to take any action to be enrolled in Cardinal Care.
- Cardinal Care offers same programs and services and does not reduce or change any existing coverage.
- Members can start using their new cards (Medicaid ID and/or Managed Care Card) with the new logo now!

Section 3

**Benefits Delivery:
In the Beginning...**

- When someone is enrolled in Medicaid/FAMIS, s/he are initially enrolled in "Fee-For-Service" Medicaid.

This means s/he can go to any Medicaid/FAMIS provider and use the blue-and-white Virginia Medicaid ID card (or new Cardinal Care card) for service.

Old	New
	

Section 3

Managed Care Organizations

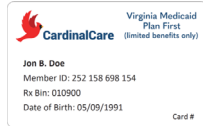
These **6 MCOs** serve all Virginia Medicaid/FAMIS enrollees in **all areas** of the state:

 Aetna Better Health SM of Virginia	 Family Care
 Offered by HealthKeepers, Inc.	 Community Plan
	 Powered by WCU Health

Section 3, Pages 3.8, 3.9, and 3.28

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



Section 3, Part V



Adult Benefits: MedEx, LIFC, FFC

- ☛ Preventive services (including wellness exams, immunizations, and smoking cessation)
- ☛ Doctor, hospital and emergency services
- ☛ Comprehensive dental benefits
- ☛ 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
- ☛ Long-term services and supports (LTSS), nursing home and community-based care
- ☛ Non-emergency transportation
- ☛ COVID-19 testing and treatment
- ☛ More!

Section 3, Part I
LTSS: Section 5

Benefits for Pregnant Individuals: 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
- ☞ Doula services (New!)

If under 21:
EPSDT benefits,
eyeglasses/contacts and
braces also covered

If over 21:
No coverage for eyeglasses/
contacts* or braces

*Unless these benefits are offered as
a "value add" benefit of the MCO

Section 3, Part IV

Children's 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**

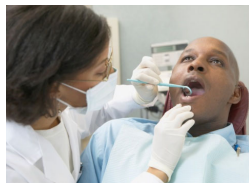
** Not covered for FAMIS enrollees after they are enrolled in managed care.

Section 3, Parts II and III

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.

Dental Benefits

- ☛ Virginians enrolled in Medicaid/FAMIS receive dental services via the **Smiles For Children** program, administered by **DentaQuest** 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 too.**



Smiles For Children
Improving Dental Care Across Virginia

Section 3



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

Cost of Services

Key Change to Cost of Services

Virginia Medicaid is taking action to fight COVID-19

- No co-pays for any Medicaid or FAMIS covered services** (circled in red)
- 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. 

Virginia has made this change permanent! There are no longer co-pays for Medicaid or FAMIS members!

Resources

New-and-Improved CoverVa.Org

Change your info | Language English

COVID-19 | Partners | Marketplace | Learn More | Contact us

Update your contact information
Members need to update their contact information to make sure you receive important information about your coverage.

Learn
Learn about health care coverage and premium assistance programs. For a list of program options and details.

Apply
Apply for health care coverage. We'll help you and we'll make sure you get health plans.


Members
Learn more about health care programs, review your coverage, report a change and enroll your dependents.

Normal Medicaid enrollment process begins March 2023

2023 Income Guidelines

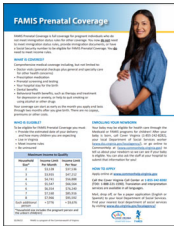

Member Advisory Committee

Cardinal Care is Coming Soon
Overlook? We can help! Chat with us to get answers to your questions. If you're having a problem, we'll help you solve it. Contact us via chat, phone or email. We'll get you the help you need to get the most out of your program.

Cardi  Ask us anything...

How to Order Medicaid/FAMIS Materials

1. Go to 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!

Unwinding Tool Kits from DMAS

- ☞ DMAS has developed two **Unwinding Tool Kits** (Phase I and Phase II & III) for Stakeholders and Providers, to help promote the need for Medicaid members to update their contact information and renew their coverage.
- ☞ “Plug-and-play” outreach materials available at coverva.org/en/toolkits-materials.






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
