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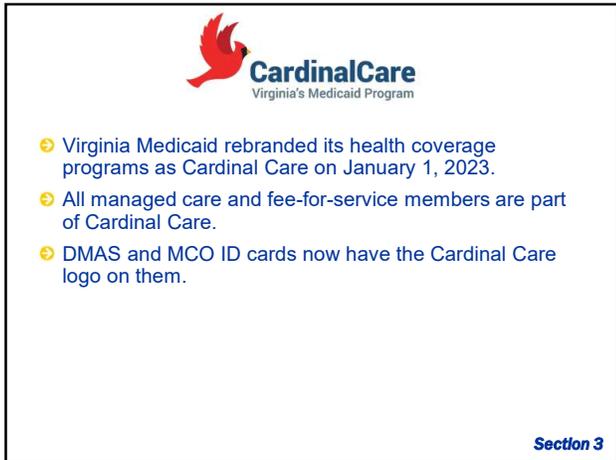
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## Managed Care Organizations

These\* 5 MCOs serve all Virginia Medicaid/FAMIS enrollees in all areas of the state:



Starting July 1, 2025:

**Humana**  
Healthy Horizons

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>MedEx</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> 800-643-2273 Mon – Fri, 8:30AM – 6PM <a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a></p>	<ul style="list-style-type: none"> <li>Within 90 days of initial enrollment</li> <li>During region's annual MCO Open Enrollment</li> <li>With "good cause"</li> </ul>
<ul style="list-style-type: none"> <li>FAMIS</li> <li>FAMIS MOMS</li> <li>FAMIS Prenatal</li> </ul>	<p><b>Cover Virginia Call Center</b> 855-242-8282 Mon – Fri, 8AM – 7PM; Sat 9AM – 12PM</p>	<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>

Starting July 1: MCO selection for the FAMIS programs will go through the Managed Care Helpline.

Section 3, Pages 3.28, 3.8 and 3.9, Handout

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## Cardinal Care Comparison Chart

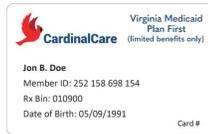
Health plan comparison chart. Read the **added benefits** that each health plan offers. For questions, call us toll free at 1-800-643-2273 (TTY: 1-800-817-6608).

Aetna	Anthem HealthKeepers Plus	Molina Healthcare	Sentara Health Plans	UnitedHealthcare
<p><b>Adult vision and hearing</b></p> <ul style="list-style-type: none"> <li>1 eye exam, \$250 for glasses or contacts per year</li> <li>Hearing exam, \$1,500 for hearing aids, \$500 per year</li> </ul> <p><b>Healthy moms and kids</b></p> <ul style="list-style-type: none"> <li>\$100 Baby Basics, small baby showers, portable crib, \$225 monthly for mom and baby</li> <li>Free pain relievers</li> <li>Mobile app with 24/7 triage and double support</li> <li>\$20 monthly for menstrual products</li> <li>Free weekly sports physicals</li> </ul> <p><b>Phone and online tools</b></p> <ul style="list-style-type: none"> <li>Free prescription, certified transcripts, tele, data, 10 GB hotspot</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>MyActiveHealth management</li> <li>2 weeks personal weight management program</li> <li>Wellness rewards</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>\$5 free round trip rides per year</li> <li>14 meals after hospital stay</li> <li>GED certificate incentive</li> <li>Therapeutic shoes or inserts</li> <li>Windows, door alarms, Smart Alert app for Alzheimer's</li> <li>Free mattress, bedding, \$150-\$400 per year for expert cleaning for bedding</li> </ul>	<p><b>Adult vision and hearing</b></p> <ul style="list-style-type: none"> <li>1 eye exam, up to \$150 for glasses or contacts per year</li> <li>Adult hearing exam, \$1,000 for hearing aids, \$500 per year</li> </ul> <p><b>Healthy moms and kids</b></p> <ul style="list-style-type: none"> <li>2 Baby Basics items (diapers, wipes, car seat, and more)</li> <li>Baby &amp; Child Care membership</li> <li>\$35 frames &amp; noble card for books</li> </ul> <p><b>Phone and online tools</b></p> <ul style="list-style-type: none"> <li>Free Saturday phone benefits</li> <li>Free Chromecast for high school seniors with \$3,000</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Free Chromecast for high school seniors with \$3,000</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>1 meal per day, up to 5 meals delivered to home for member and 1 family member after hospital stay</li> <li>Online directory of community services and organizations</li> <li>Background info coupon book with over 2000+ savings</li> <li>MyMolina mobile app access</li> <li>Backpack with supplies for foster children leaving foster care or adults with mental or substance emergency room visits</li> </ul>	<p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>1 eye exam every other year, up to \$200 for glasses or contacts per year</li> </ul> <p><b>Healthy moms and kids</b></p> <ul style="list-style-type: none"> <li>Baby showers quarterly per region</li> <li>Biopsy referrals for children</li> <li>Free weekly sports physicals</li> </ul> <p><b>Phone and online tools</b></p> <ul style="list-style-type: none"> <li>Free smartphone with 350 minutes, unlimited texts, 4.5 GB data monthly</li> <li>Free unlimited wireless, text, minutes and hotspot (1 per household)</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Up to \$250 healthy rewards gift cards each year after health care activity</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>25 free round trip rides per year to grocery stores and more</li> <li>Up to 5 meals delivered to home after hospital stay</li> <li>Up to \$75 for GED prep, test</li> <li>Up to \$75 for college application help (restrictions apply)</li> <li>Free mattress cover pillowcase for those with asthma</li> <li>Memory alarm, device for dementia/memory care</li> </ul>	<p><b>Adult vision</b></p> <ul style="list-style-type: none"> <li>1 eye exam per year, glasses 2 years</li> </ul> <p><b>Healthy moms and kids</b></p> <ul style="list-style-type: none"> <li>Up to \$100 Healthy First Steps maternal program rewards</li> <li>Meals sent home after delivery</li> <li>Home underwear, three ages 11-49 who qualify</li> <li>Up to \$100 welcome reimbursement</li> <li>Free weekly sports physicals, ages 5-18</li> </ul> <p><b>Phone and online tools</b></p> <ul style="list-style-type: none"> <li>Free smartphone with unlimited minutes, texts, 10 GB hotspot monthly</li> <li>Self Care app for stress, anxiety, depression support</li> </ul> <p><b>Wellness programs</b></p> <ul style="list-style-type: none"> <li>Free gym membership to 300+ gyms and YMCAs</li> <li>14,000 free virtual fitness choices</li> <li>13 digital Healthy Behavior (HBW) vouchers</li> <li>Up to \$50 healthy rewards</li> </ul> <p><b>Other benefits</b></p> <ul style="list-style-type: none"> <li>25 free round trip rides to places of worship, grocery, DMV, CVS, library</li> <li>14 meals delivered to home after hospital stay</li> <li>GED certificate assistance</li> <li>Housing application assistance</li> <li>Address cover for those with asthma</li> </ul>	

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### Benefits Delivery: Plan First

- 🔗 Plan First enrollees receive a Plan First ID Card to show when they receive services.
- 🔗 Plan First recipients are **not enrolled** in an MCO.
- 🔗 Get services via local Health Department Family Planning Clinic or FQHC.



Section 3, Part V

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### Covered Services

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### 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

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## Benefits for MPW, FAMIS MOMS & FAMIS Prenatal Members

- 👉 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

***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**

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## Children's Benefits: FAMIS & FAMIS Plus

- 👉 Doctor/Clinic Visits
- 👉 Hospitalizations
- 👉 Prescription Drugs
- 👉 Vision Care, including eyeglasses and contacts
- 👉 Dental Care, including 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**

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## 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.

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## Dental Benefits

**CardinalCare Smiles**  
Improving Dental Care in Virginia for Children and Adults

- Virginians enrolled in Medicaid/FAMIS receive dental services via the **CardinalCare Smiles** program\*, administered by **DentaQuest** [www.dentaquest.com](http://www.dentaquest.com)
  - New App downloadable from website
- 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

\*formerly known as Smiles For Children

**Section 3**

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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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## 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



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 made these change permanent! **There are no longer co-pays for Medicaid or FAMIS members!**

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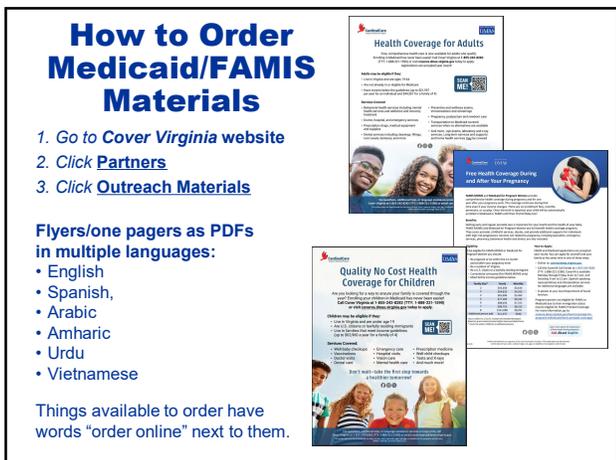
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## How to Download Member Handbooks

1. Go to [Cover Virginia](#) website
2. Click [Members](#)
3. Click [Member Handbooks](#)

Items available to print (in English or Spanish):

- Medicaid Member Handbook
- FAMIS Member Handbook
- FAMIS MOMS Member Handbook
- And more!




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## 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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## Thank You to Our Sponsor

🔗 Today's training is sponsored by:

**Virginia Department of  
Medical Assistance Services (DMAS)**




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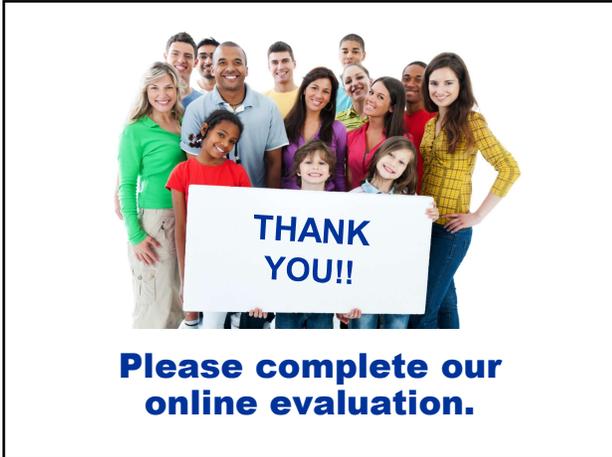
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