

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.
- DMAS and MCO ID cards have the Cardinal Care logo on them.

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 Cardinal Care Virginia Medicaid ID card for service.
- People are usually in Fee-For-Service for 1-2 months.

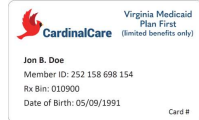


CardinalCare Virginia Medicaid
Jon B. Doe
Member ID: 252 158 698 154
Rx Bin: 010900
Date of Birth: 05/09/1991 Card #

Section 3

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 III

Covered Services

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
Section 5: LTSS

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 II

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, Part I

Dental Benefits – Children & Adults

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)
- 👉 Orthodontics (braces, only for people under age 21)
- 👉 Oral surgery (extractions and other oral surgeries)
- 👉 Adjunctive general services (all covered services that do not fall into specific dental categories.)



Note: Bridges are not covered.



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
 - 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*



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 III



Resources

Cover Virginia Website: coverva.dmas.virginia.gov/



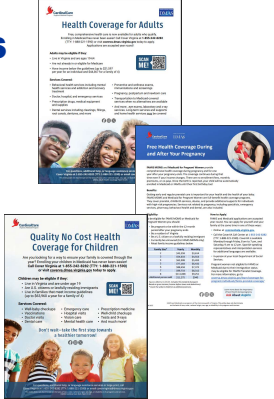
How to Order Medicaid/FAMIS Materials

1. Go to Cover Virginia website
2. Click [Partners](#)
3. Click [Outreach Materials](#)

Flyers/one pagers as PDFs in multiple languages:

- English
- Spanish,
- Arabic
- Amharic
- Urdu
- Vietnamese

Things available to order have words "order online" next to them.




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!



The header for the resources section, featuring the SignUpNow logo and the text "Resources" in a bold, blue, sans-serif font.

- ☛ **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
- ☛ **SignUpNow Outreach** – Quarterly eNewsletter
 - Program updates, tips, helpful information
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