

Choosing or Changing a Virginia Medicaid Managed Care Organization (MCO)

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Within the first two months of being approved for Medicaid/FAMIS coverage, most new members are automatically enrolled in an MCO. Enrollees who were automatically assigned to an MCO can change to a different MCO within the first 90 days of becoming enrolled in an MCO.

Phone Number and Website to Choose/Change MCOs	App to Choose/Change MCOs	When an Enrollee can Change MCOs
Cardinal Care Enrollment HelpLine 1-800-643-2273 (TTY: 1-800-817-6608) Monday-Friday 8:30 a.m.-6:00 p.m. www.virginiamanagedcare.com	Download the free Virginia Cardinal Care Mobile App on your Android or iPhone, by searching for “ Virginia Cardinal Care ” on Google Play or the App Store.	Regional Open Enrollment Period <i>To see when Open Enrollment takes place in your region, go to:</i> www.virginiamanagedcare.com /en/open-enrollment

To compare “Added” benefits of each plan go to: <https://www.virginiamanagedcare.com/en/compare-plans>.

Check the box next to the plans you want to compare and the added benefits for the selected plans will be displayed side by side.

For comparison charts, go to: <https://www.virginiamanagedcare.com/en/member-materials>

To see which healthcare providers participate with a particular MCO, enrollees can check out the Integrated Provider Search Tool on www.virginiamanagedcare.com. To get to the Tool, hover over **Choose (Find health plans and providers)** on the homepage. When the drop-down menu appears, select “Find a Provider.”

M/F

