

Magellan Complete Care of Virginia Member Newsletter

This is your newsletter from Magellan Complete Care of Virginia (MCC of VA). It has important information about your health plan and how to stay healthy.

Have questions? We're here Monday through Friday from 8 a.m. to 8 p.m. local time.

- Commonwealth Coordinated Care Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

A little about Magellan Complete Care of Virginia

Learn about the plans and services we offer to our members

We're your health plan. We're here to help you get access to the benefits and services you need. Magellan Complete Care of Virginia is a health plan that puts you at the center of everything we do. Our unique Integrated Health NeighborhoodSM model of care connects you to local services and resources specifically chosen to benefit you the most. We're here with you through all of life's moments.

We offer three different products to our members:

Commonwealth Coordinated Care Plus (CCC Plus)

For our members who have complex medical needs or require long-term services and support, CCC Plus gives every member a care coordinator who works with them to develop a care plan specific to their individual healthcare needs. Members choose their own healthcare goals and our care coordinators help guide them towards living as independently as possible.

Medallion 4.0

Our Medallion 4.0 plan offers support for adults, new and expecting mothers and children up to 18 years old. We guide expecting mothers through early prenatal care all the way to the early days of their baby's life, providing pregnancy information and health tips, and

sleep sacks and diapers for new infants. Children get extra benefits like sports physicals and bicycle helmets to help them grow into healthy young adults.

Medicare Advantage Special Needs Plan

Members who qualify for and receive both Medicare and Medicaid receive their benefits through our Medicare Advantage Special Needs Plan. Members of this plan receive medical care and Part D prescription drug benefits through their Medicare plan. Each member is assigned a care coordinator who will work closely with their Medicaid plan to ensure they get the right care at the right place and time. For more information about our Medicare Advantage Special Needs Plan, please call 1-800-424-4495.

Your extra benefits for 2020

We've made some changes to your extra benefits this year


We're always thinking of ways to provide better care to our members, and we're excited to offer some new extra benefits for 2020. This year you'll enjoy new benefits like:


- Free annual sports physicals for kids ages 10–18
- Free annual physicals for adults
- Free bicycle helmets for kids under 18 each year
- Free backpack with supplies for foster children entering a new home
- Free backpack with supplies for eligible adults—restrictions apply


Refer to your member handbook for a complete listing of all your benefits, or search for "Added Benefits" on MCCofVA.com.

Follow us on Facebook, Instagram and Twitter

Stay in the know with helpful reminders and health tips! You'll also be able to stay up to date on MCC of VA events in your area. Follow us today on:

 [Facebook @MCCofVA](https://www.facebook.com/MCCofVA)

 [Instagram @MCCofVA](https://www.instagram.com/MCCofVA)

 [Twitter @MCCofVA](https://twitter.com/MCCofVA)

Health resources at your fingertips

Did you know that you can look up useful health information on our website? Search for "Health education and resources" on MCCofVA.com. You'll find articles about a variety of health conditions and topics. You can also find information about your medications like drug interactions, side effects and common risks.

Answer questions with our interactive health tools and learn how you can make good health choices. Learn about what your healthy weight range should be, whether you might be depressed, what your current stress level is and more.

We'll also be posting regular flyers in 2020 with health information, such as tips for healthy living with sickle cell disease, frequently asked questions about the flu, and helpful checklists to keep track of how often you should see your doctor.

Member Rights and Responsibilities

Did you know that you can find your Member Rights and Responsibilities online?

Medallion 4.0 members can go to MCCofVA.com and then select "Medallion 4.0 Members" and click on the "For Members" tab. Click on "Member Handbook and Directories" to view the Medallion 4.0 2020 MCC of VA Member Handbook. CCC Plus members can select "CCC Plus Members" and then click on the "For Members" tab and select "My Plan" to find the CCC Plus 2020 MCC of VA Member Handbook. In the handbook you can find a complete list of your Member Rights and Responsibilities. These tell you what you can expect from us and what we will expect from you.

In the handbook you can also find information about:

- Benefits and services included in and excluded from your plan
- How to get prescription drugs and information on our Pharmacy program and benefits
- How to find and get information on providers and pharmacies in the MCC of VA network
- How to get care from your primary care physician and get specialty and behavioral health care
- How to get care and services if you are outside the MCC of VA service area
- What to do if you have an emergency or need care after normal business hours
- Coverage, benefit restrictions, limits, copayments and how to submit a claim
- How we determine what new services and technology to include as covered benefits
- How MCC of VA reviews requests for services and care based on appropriateness
- How to contact our staff if you have questions about the services your doctor requested
- How to submit a complaint if you are not happy about services received from your provider or MCC of VA
- How to file an appeal if you are not happy about a decision made about your care
- Language assistance, if you need an interpreter or require another format
- Information on how to enroll, participate and disenroll in our care management program

Now offering greater choice of doctors to members in northern Virginia!

Inova Health and Novant Health UVA Health System are now part of our hospital network

We are proud to announce that Inova Health and Novant Health UVA Health System are now part of our hospital network in northern Virginia. Search our "Find a Provider or Pharmacy" page on MCCofVA.com to find a provider near you.

Smiles For Children will keep your children smiling bright!

Dental services for children enrolled in Family Access to Medical Insurance Security (FAMIS) or FAMIS Plus are provided through the *Smiles For Children* program. The *Smiles For Children* program encourages good dental health and recommends regular check-ups with your child's dentist.

- There are no costs or copayments for dental care services in the Smiles For Children program.
- You should only use dental providers enrolled in the *Smiles For Children* network.
- To access services, use your child's Commonwealth of Virginia (blue and white) plastic ID card or managed care organization (MCO) member card each time you visit the dentist.

The *Smiles For Children* program is managed by DentaQuest. All FAMIS and FAMIS Plus enrollees get a *Smiles For Children* member handbook. The member handbook explains your child's dental benefits in more detail. A listing of all the *Smiles For Children* dental providers is also mailed to each enrolled family.

For questions or to find a dentist in your area, call *Smiles For Children* at 1-888-912-3456.

Open enrollment is coming!

Don't forget to renew your benefits with MCC of VA so you don't miss out on needed services.

Open enrollment is the time for you to renew your healthcare benefits with MCC of VA.

Open enrollment for Medallion 4.0 is based on where you live. Check below to find out when open enrollment is happening for your area.

- » Tidewater region: 2/19/2020 – 4/30/2020
- » Central region: 4/19/2020 – 6/30/2020
- » Northern/Winchester region: 6/19/2020 – 8/31/2020
- » Charlottesville/Western region: 8/19/2020 – 10/31/2020
- » Roanoke/Alleghany region: 12/19/2020 – 2/28/21
- » Southwest region: 12/19/2020 – 2/28/21

You can renew your healthcare benefits any of these ways:

- To renew for Medicaid/Managed Care, call CoverVA at 1-855-242-8282 or renew online at www.commonhelp.virginia.gov. **You have the right to enroll in the plan of your choice.**
- Renew online at www.virginiamanagedcare.com/enroll.

After you've renewed with us, we'll send you your new ID card and other information to welcome you to our plan. Members can find online or call to request member handbooks, provider directories, notice of privacy practices and rights and responsibilities.

To request information about your health plan, call us at the number below. We're here Monday through Friday from 8 a.m. to 8 p.m. local time.

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