

Provider Notice

As valued partners with Magellan Complete Care of Virginia (MCC of VA), we would like to make you aware of our Complex Case Management (CCM) program. This program is available to eligible members at no additional cost. The CCM program helps our members navigate the healthcare system to facilitate appropriate delivery of needed medical care and services. CCM is designed to encourage appropriate use of healthcare services, improve quality of care and ensure access to care. You can refer your patients with multiple comorbidities or who may have recently experienced a critical event.

If you treat an MCC of VA member who would benefit from this service, you can refer them to the Complex Case Management program. Tell them to call MCC of VA Member Services and ask for a care coordinator in Complex Case Management.

- Commonwealth Coordinated Care Plus members can call 1-800-424-4524 (TTY 711).
- Medallion 4.0 members can call 1-800-424-4518 (TTY 711).

Thank you for being part of the MCC of VA provider network and helping to improve the quality of care our members receive!