

Provider Quick Reference Guide

About Magellan Complete Care of Virginia

Magellan Complete Care of Virginia (MCC of VA) offers long-term services and supports (LTSS) capabilities through Commonwealth Coordinated Care Plus (CCC Plus) and TANF, CHIP and FAMIS benefits through the Medallion 4.0 (M4) program. MCC of VA serves Medicaid expansion members eligible through both the CCC Plus and M4 products.

Important contact information:

Member Services

CCC Plus: 1-800-424-4524 (TTY 711)
Medallion 4.0: 1-800-424-4518 (TTY 711)

Provider Services

CCC Plus: 1-800-424-4524 (TTY 711)
Medallion 4.0: 1-800-424-4518 (TTY 711)

Clinical Services

CCC Plus: 1-800-424-4524 (TTY 711)
Medallion 4.0: 1-800-424-4518 (TTY 711)

Claims Department

CCC Plus: 1-800-424-4524 (TTY 711)
Medallion 4.0: 1-800-424-4518 (TTY 711)

Submitting claims:

You can submit medical claims:

- Electronically by logging into the provider portal at www.availity.com. MCC of VA's clearinghouse payer ID for both CCC Plus and Medallion 4.0 is "MCCVA".
- By mail to:

Magellan Complete Care of Virginia
Claims Service Center
1 Cameron Hill Circle, Suite 52
Chattanooga, TN 37402

Paper claims must be submitted on properly completed CMS-1500 forms printed on Flint OCR Red, J6983, (or exact match) ink. MCC of VA uses Optical Character Recognition (OCR) technology to scan paper claims. Therefore, we will not accept black and white, handwritten or photocopied claims submissions.

Obtaining prior authorizations:

To obtain prior authorization, complete all sections of the Prior Authorization Request Form and fax it to 1-866-210-1523.

After the referral or authorization is approved, MCC of VA will send written confirmation to the specialist or facility in writing via mail or fax.

Prior authorization:

Refer to our [Prior Authorization List](#) on mccofva.com to find an up to date listing all services requiring prior authorization.

MCC of VA vendors:

For prior authorizations related to behavioral health, dental care or vision services, please contact our vendors directly.

Pharmacy

Magellan Rx Management: 1-800-327-8613

www.magellanrx.com

Vision Services

VSP: 1-800-877-7195

www.vsp.com

Dental Care

DentaQuest: 1-800-964-7811

www.dentaquest.com

Online resources:

The following resources are available online for providers at www.mccofva.com:

- Information on how to join the MCC of VA network
- Provider update form
- Prior authorization form
- Provider manual
- Important MCC of VA provider notices including alerts and coverage updates

Questions?

We're here to help you, so you can focus on your patients. Call our Provider Representatives at 1-800-424-4524 or email MCCVAProvider@magellanhealth.com.