

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)

Population Health programs

MCC of VA has programs to help you improve your health and wellness. Population Health programs are designed to help keep you healthy, improve your safety and manage various chronic illnesses. These programs include:

- Diabetes self-management
- Wellness programs for adults, children, pregnant members and infants
- Appropriate emergency department usage
- Smoking cessation

To learn more about these educational and interactive programs, contact your assigned Care Coordinator or call Member Services:

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

Complex case management

Do you have more than one medical condition you're trying to manage? Have you recently had a hospitalization or a change in your health? If so, we're here to help. We offer a no-cost complex case management program to help you get the medical care and services you need.

If you'd like our help managing your health, call Member Services to refer yourself to the complex case management program. Ask to speak to your assigned Care Coordinator or a Care Coordinator in complex case management.

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

Importance of annual primary care provider (PCP) visits

Did you know seeing your PCP at least once a year has several benefits? Visiting your PCP can help you:

- Understand your health history
- Find out if you're at risk for a chronic medical illness
- Detect diseases that show no symptoms and identify any changes in your health
- Help reduce the number of times you have to go to the hospital or emergency room
- Teach you about healthy behaviors
- Create a meaningful relationship with your PCP

Call your PCP today and schedule your annual visit. Call Member Services or your Care Coordinator if you need help scheduling a visit or don't know who your PCP is.

- Commonwealth Coordinated Care Plus: 1-770-767-8038 (TTY 711)
- Medallion 4.0: 1-770-767-4601 (TTY 711)

Visiting the emergency room

There are times when you may need to visit the emergency room. If you have an urgent need that isn't a medical emergency, there are other things you can do, like:

- Call your PCP to see if you can be seen for an urgent appointment
- Call the MCC of VA NurseLine, available 24 hours a day, 7 days a week
 - Commonwealth Coordinated Care Plus: 1-770-767-8038 (TTY 711)
 - Medallion 4.0: 1-770-767-4601 (TTY 711)
- Consider going to a local in-network urgent care clinic

If you experience a sudden or unexpected illness, severe pain, accident or injury that could cause serious injury or death if it is not treated immediately, don't wait! Call 911 or go to the emergency room right away. If you do go to the emergency room, remember to:

- Contact your PCP and tell them you're planning to go or have gone to the emergency room
- Bring your MCC of VA member ID card
- Bring all your medications with you
- Bring a list of your doctor's names

To learn more about emergencies and how to know where you should go for care, visit the "[How do I?](#)" page on www.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)

Commonwealth Coordinated Care Plus (CCC Plus) Waiver provides long-term services and supports

The CCC Plus Waiver provides long-term services and supports (LTSS) in the home and community. The CCC Plus Waiver is a Medicaid program that helps MCC of VA members with their home and community-based needs such as personal care and respite care services. Please call your Care Coordinator or Member Services to learn more:

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

The new MCC of VA website is now live!

This fall we launched our redesigned MCC of VA website! We put a lot of thought into how to make the website easier to use for our members. Some of the improvements include:

- Simplified design and easier searching
- All your member documents can be found in one place
- More answers to common questions about your benefits

Visit www.MCCofVA.com to see more. Contact Member Services if you have any questions or need help.

Your extra benefits for 2021

We've made a few changes to your extra benefits for 2021. Here are some of the changes we've made:

- Transitions of Care for foster children—now offered for children leaving foster care. The backpack now contains personal hygiene items, community resource guides, and area maps
- SaveAround coupon book—members get a coupon book with discount offers for various retailers
- Mother-Baby Connections for M4 members—members now receive a "Baby Basics" book

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

Get your flu shot today!

Because of the COVID-19 pandemic, it's more important than ever to reduce the spread of respiratory illnesses like the flu this fall and winter. The Centers for Disease Control and Prevention (CDC) recommend that you get your flu vaccination in September or October for the best protection. Your flu shot is included with your benefits.

- Some groups are at higher risk of other health problems if they get the flu:
- People over the age of 50
- People who live in nursing homes or long-term care facilities
- Children from 6 months up to 18 years
- Pregnant women
- Those with long-term heart or lung problems, like asthma
- Those who were in the hospital in the past year because of diabetes, chronic kidney disease or a weak immune system
- People with conditions that can make it hard to breathe or swallow

If you fall into one of these categories or know someone who does, getting a flu shot can help protect you and those around you from getting sick.

For more information on flu shots and COVID-19, visit the CDC website: <https://www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm>

We want to hear from you!

Please join us for our next Member Advisory Committee (MAC) meeting! The MAC holds regular meetings to get feedback from our members about how we can improve our health plan. Attending these meetings gives you, or your caregiver or family member, the chance to let us know how we can better serve you. Check the schedule below to find out when the next meeting is happening:

Friday, December 11 from 11:00 a.m. – 1:00 p.m.

Please click the link below to join the webinar:

<https://magellanhealth.zoom.us/j/93004229690?pwd=QjIwY1lKemNPd2hBU1VUcDdIWfJ2UT09>

Or iPhone one-tap (US Toll): +13462487799,93004229690# or +12532158782,93004229690#

Or Telephone: Dial: +1 346 248 7799 (US Toll) or +1 253 215 8782 (US Toll)

Check www.MCCofVA.com for schedule updates. Call Member Services for information on how you can join the MAC.

- Commonwealth Coordinated Care Plus: 1-800-424-4524 (TTY 711)
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You can have your cake and eat it, too!

We encourage dual-eligible members (those enrolled in both Medicaid and Medicare) to enroll in both MCC of VA's CCC Plus plan and our MCC of VA (HMO SNP) plan. Aligning these plans will give you:

- One health plan that coordinates all your care so your Medicaid and Medicare benefits work together to give you the best of both
- Extra benefits beyond Medicaid and Original Medicare
- Easier access to providers, specialists and pharmacies who are contracted with both Medicaid and Medicare
- Better health outcomes through comprehensive, individualized care plans

At MCC of VA, we're dedicated to personalized care. With our model of care, you set your health and wellness goals. And we help you meet them!

To enroll into MCC of VA (HMO SNP), please call one of our licensed specialists:

- Jim Bannow: 804-346-7710
- Jenna Herrmann: 540-613-3973

How our behavioral health department works for you

We understand that if you or your family members have behavioral health or substance use conditions, you want safe and effective treatment that helps as quickly as possible. Understand that these conditions often need treatment, management, and medications to help you recover over time. Even when you feel better, it's important to stick with your treatment and medications, actively participate in treatment, and follow through on treatment recommendations. You may have things in your life that make it harder to stay in treatment or have concerns about your medications. It's important to discuss these concerns with your treatment providers and MCC of VA Care Coordinators. Call us if you have trouble finding providers or getting appointments to meet your needs.

Our mission is to improve the quality of life, health, security and independence of our members. We're always looking for ways to improve the quality of our services. Our utilization management (UM) program works to make sure you get high quality care tailored to your needs. When reviewing a request for service authorization, we consider:

- Level of well-being
- Functional limitations
- Cultural characteristics
- Safety
- Personal preferences

We look at your behavioral and physical needs to help make medical decisions about your care.

MCC of VA received National Committee for Quality Assurance (NCQA) Accreditation for Medicaid HMO. NCQA sets health plan standards for service determination time frames. We're always working to meet NCQA guidelines for reviewing and making decisions about requests for services. We believe that members and their families deserve our very best efforts. We work hard to meet NCQA review timeframes for behavioral health service authorization requests. Providers submit service authorization requests to MCC of VA. Then our UM staff, with specific expertise in the behavioral health, reviews them to make decisions with the goal of giving you the best outcome.