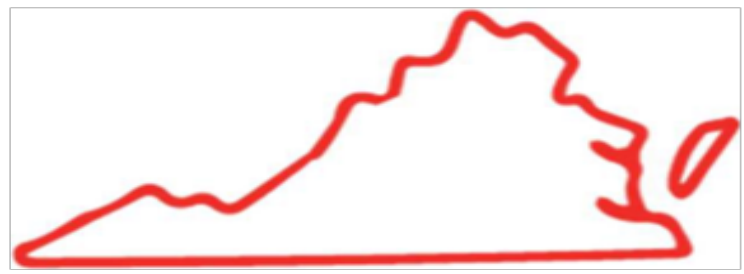




Member Experience: Join Me On A Journey





Your Healthcare,

Your Choice



CardinalCare

Virginia's Medicaid Program

Member Map Milestones

Member enrolled into Medicaid and Daily Letter sent



Member is assigned MCO, 18th of the month
Assignment letter sent



Member contacts the enrollment broker to get information and/or request a different plan

- Cardinal Care app
- viriniamanagedcare.com
- 1-800-643-2273

Assigned MCO begins the 1st of the month after assignment



Assigned MCO sends welcome package with ID cards and plan info

If new plan chosen before the 18th of this month, it starts the 1st of the second month



90-day period for member to compare and change plans ENDS

Open enrollment is the next time the member can change plans



90-day period for member to compare and change plans BEGINS



If new plan chosen after the 18th of this month, it starts the 1st of the third month



MONTH 2

MONTH 3

MONTH 1



Cardinal Care Enrollment Broker

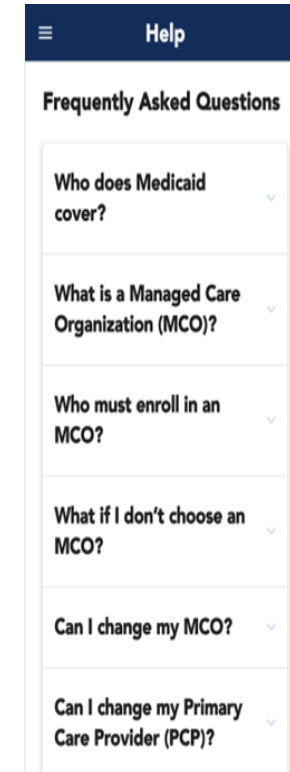
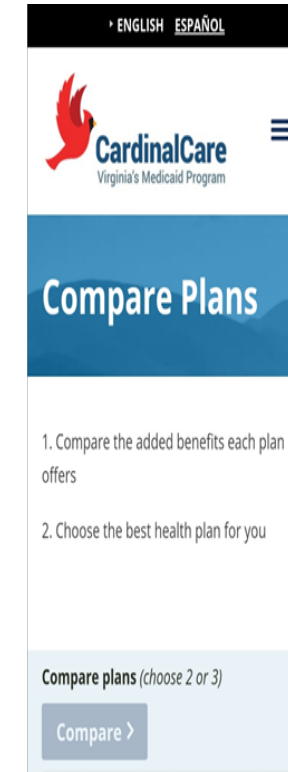
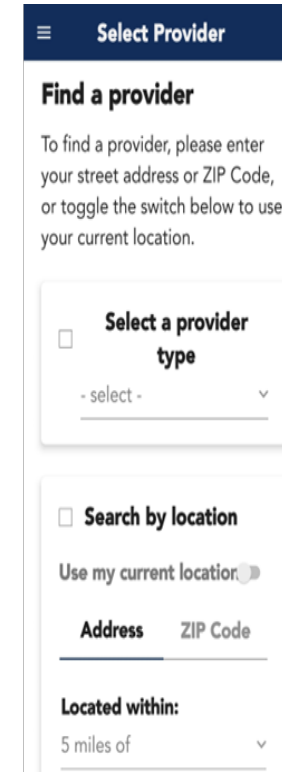
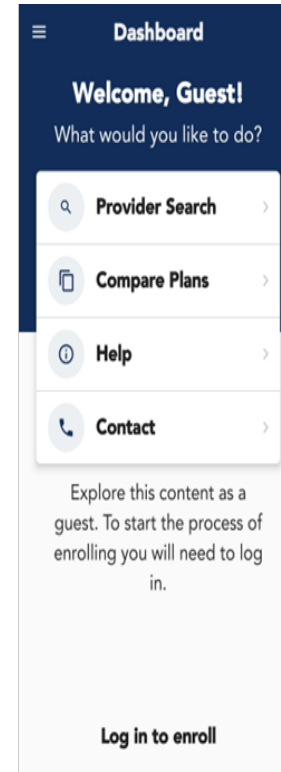
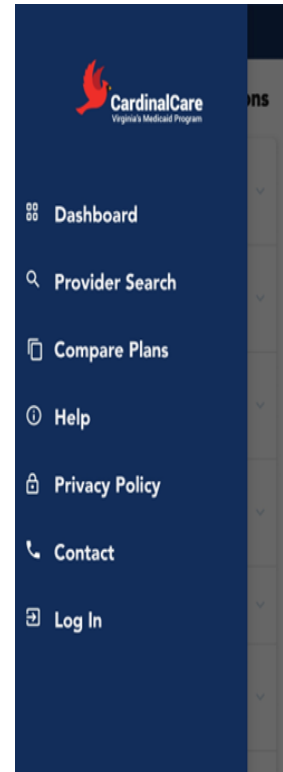
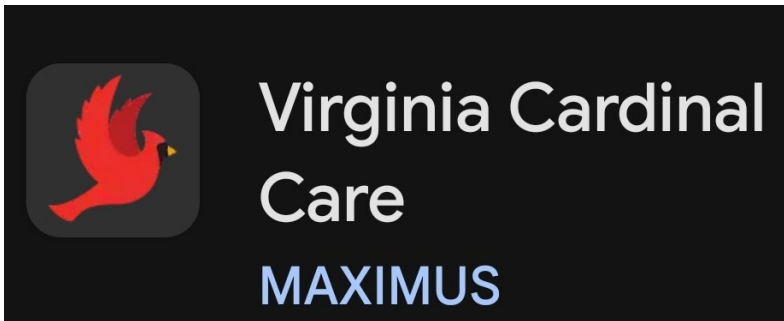
Members have access to Virginia Cardinal Care Mobile App, the Virginia Managed Care website, and the Managed Care Helpline to help navigate these changes, including:

- providing MCO choice counseling and answering managed care program questions
- identifying the MCOs in which their providers participate
- explaining enhanced benefits offered by each health plan
- explaining that they can change their health plan for any reason in the first 90 days

Download the Member App

The Virginia Cardinal Care mobile app is designed to make it simple to find and enroll in a health care plan.

Download for Android or iPhone



Website and Telephone

- **Enrollment Broker Website:**
<https://viriniamanagedcare.com/>
- **Enrollment Broker Phone Number:**
 - **Toll-free number:**
 - 1-800-643-2273
 - TTY: 1-800-817-6608
 - **Hours of operation:**
Monday – Friday
8:30 a.m. – 6:00 p.m.



Social pages



← cover_va 🔔 ⋮



768 posts 476 follow... 100 followi...

Cover Virginia
Government organization
Connecting Virginians to low-cost and no-cost health insurance.
Virginia's Med... more
@linkin.bio/coverva/
600 E Broad St, Richmond, Virginia 23219

← Cover Virginia 2,313 posts

- No co-pays for any Medicaid or FAMIS covered services
- No pre-approvals needed and automatic approval extensions for many critical medical services
- Outreach to higher risk and older members to review critical needs
- Ensuring members do not inadvertently lose coverage due to lapses in paperwork
- Encouraging use of telehealth

COVER VIRGINIA Connecting Virginians to Affordable Health Insurance

⋮ ⓧ Follow

Cover Virginia
@coverva

Connecting Virginians to Affordable Health Insurance. Cover Virginia is sponsored by the Commonwealth of Virginia. 1-855-242-8282

📍 Virginia 🌐 coverva.org 📅 Joined July 2013

758 Following 964 Followers

Virginia Medicaid



@virginiamedicaid5470 · 1.65K subscribers · 169 videos

The mission of the Virginia Department of Medical Assistance Services

dmas.virginia.gov

Subscribe

Home Videos Playlists 🔍



Cover Virginia

3.5K followers · 206 following

Cover Virginia provides information about Virginia's Medicaid and FAMIS programs, as well as informa

Partner Points Newsletter

Partner Points: Upcoming Back to School Events, Answers to Your Frequently Asked Questions, and More

Virginia Department of Medical Assistance Services sent this bulletin at 07/29/2024 10:03 AM EDT

Having trouble viewing this email? [View it as a Web page.](#)



Important Member Information

Our partners play a crucial role in helping Medicaid members, including by answering questions about coverage, eligibility, services, and more! This month's Partner Points includes a member FAQ to help you answer those questions and provide members with key resources. The [DMAS website](#) is a great source of information for anyone looking to learn more about Medicaid.

Frequently Asked Questions

- Question (Q): How do I file an appeal or determine my appeal status?
 - Answer (A): First, visit our website (<https://www.dmas.virginia.gov>) and under the "Appeals" section on the home page, click "Applicant/Member Appeals Resources." There will be various PDFs and forms to look over and complete when looking to file an appeal or determine an appeal status.
- Q: How do I know if I am in FFS or Managed Care?
 - A: For Fee-for-Service (FFS), eligibility requires limited income and resources and must be in a covered group. The local DSS office process the applications, determine eligibility and enroll members. For Managed Care, the Enrollment Broker MCO helpline conducts all enrollment and education activities for Medicaid managed care eligible members. The Managed Care eligible Medicaid members are assigned to a MCO by the Enrollment Broker. For newly eligible Medicaid members, this occurs within 30 days after Medicaid eligibility is entered into VaMMIS. Prior to managed care plan assignment, the member is in FFS.
- Q: How do I schedule Transportation?
 - A: Fee-for-Service Medicaid members who arrange their transportation will have to call Modivcare at 866-388-8331 between hours of 6:00 am and 8:00

Upcoming Events

4th Annual Back to School Giveaway



The 4th annual Back to School Giveaway is coming soon on Saturday, July 27, 2024! Please note that one backpack per student will be given, the student must be present to pick up. Bring school materials to Club 17, INC. from 1:00 p.m. - 4:00 p.m. to support Petersburg City Public School students!



Welcome to Virginia Medicaid

Improving the health and well-being of Virginians through access to high quality health care coverage and services.

I am Interested in Virginia Medicaid



[Learn how to apply](#)

I am a Virginia Medicaid Member



[Information for members](#)

I am a Virginia Medicaid Provider



[Provider resources](#)

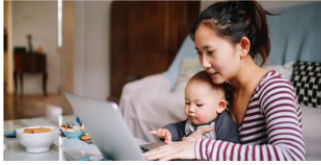
Member Benefits and Services



Find a Provider

Search for a health care provider by type, location, and more.

[Find a provider](#)



Learn About Benefits

Learn about the medical services available to you.

[Understand your benefits](#)



Download Our App

Search for Cardinal Care in your mobile app.

[Download our app](#)



Learn More

Learn more about the new Cardinal Care program.

[Learn about Cardinal Care](#)

Member Managed Care

In Virginia Medicaid's Managed Care program (including FAMIS), you are a member of a **Managed Care Organization (MCO)**. An MCO is a health plan with a group of doctors and other providers working together to give you health services.

Virginia Medicaid currently has five MCOs: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Sentara Community Plan, and UnitedHealthCare Community Plan.

Your Opinion Counts!

We are seeking your participation in completing our latest bi-annual survey which contains additional questions not on previous surveys. The feedback obtained from this survey and prior surveys is used to assist us in making improvements in operations, services and support for our provider community. The entire survey will only take a few minutes and can be accessed by [clicking here](#). Your responses will be kept strictly confidential.

Compare Health Plans

Compare the added benefits each plan offers.

[Compare health plans](#)

Change Your Health Plan

Enroll in a health plan online, by mobile app, or by phone during open enrollment.

[Change your health plan](#)

Contact Your Health Plan

Call our Managed Care Helpline or find contact information for your MCO.

[Contact your health plan](#)

Subscribe

[Subscribe Now](#)

Your Input

How do we encourage members to be more actively engaged in their healthcare choice?



CardinalCare
Virginia's Medicaid Program