



Frequently Asked Questions about Medicaid Expansion for Medallion 4.0 Members



1. What is Medicaid Expansion?

Medicaid Expansion allows more Virginia adults to be eligible for low cost, quality health coverage run by the government. Medicaid covers doctor, hospital and emergency services, prescription drugs, medical equipment, behavioral health services, and many other services.

2. How do I apply for Medicaid?

There are five different ways to apply for Medicaid coverage.

1. Apply through Common Help at www.commonhelp.virginia.gov
2. Apply through The Marketplace at www.healthcare.gov
3. Call Cover Virginia at 1-855-242-8282 (TDD: 1-888-221-1590) and apply by phone
4. Call the VDSS Enterprise Call Center at 855-635-4370 and apply by phone
5. Visit your Local Department of Social Services (LDSS) and apply in person

3. Am I approved for Medicaid?

You will get a letter from the Commonwealth of Virginia. If you are approved, you will also get a Medicaid ID card and a start date for Medicaid Fee For Service. The Medicaid ID card will allow you to see any Medicaid health provider while you have Medicaid Fee For Service coverage. Most Medicaid members will have Medicaid Fee For Service coverage for a few weeks. Then, most members will get their Medicaid health care through managed care and be assigned a health plan.

4. How does managed care work?

The Department of Medical Assistance Services pays six health plans to provide health care to Medicaid members. These health plans have large health provider networks across the state. Medicaid members choose a health plan to provide their health care.

5. How will I know my health plan assignment?

You will receive a letter from the Department of Medical Assistance Services indicating the name of your assigned health plan and your start date for coverage by the health plan.

6. Can I change my health plan?

Yes. You have 90 days from the first day of your health plan coverage to change your health plan. You can also change your health plan once a year during open enrollment. In addition, you can change your health plan at any time if approved by the Department of Medical Assistance Services.

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7. How do I change my health plan?

There are three ways to change your health plan:

1. Register on www.virginiamanagedcare.com and log into your account.
2. Download the mobile App “Virginia Managed Care” from the APP Store or Google Play.
3. Call the Managed Care Helpline at 1-800-643-2273 (TDD: 1-800-817-6608.)

8. What happens after I’m assigned to a health plan?

Once you are assigned to a health plan, you will receive a Member Welcome Packet. In this welcome packet will be your health plan ID card, instructions on how to obtain a member handbook, and other information regarding your health coverage. You should keep your health plan ID card with you at all times and present it each time you visit a provider. You will need to see health care providers that are part of the health plan network.

9. What is a Primary Care Physician (PCP)?

Your PCP is the doctor, clinic or other health provider you choose to manage your health care. Your PCP will get to know you and your health care needs. Your PCP will see you when you are sick or need a checkup and refer you to specialists when you need them. Choose a PCP that is part of your health plan network.

10. How do I find a PCP?

You may contact your health plan to request a PCP. They will provide you with a list of providers who participate with their health plan. You may visit the health plan’s website or call the appropriate member services telephone number listed below.

11. Who do I call if I have questions about my health care coverage?

Health Plan	Website	Telephone Number
Aetna Better Health of Virginia	www.aetnabetterhealth.com/virginia	1-800-279-1878
Anthem HealthKeepers Plus	www.anthem.com	1-800-901-0020
Magellan Complete Care of Virginia	www.MCCofVA.com	1-800-424-4518
Optima Family Care	www.optimahealth.com	1-800-881-2166
UnitedHealthcare Community Plan	www.UHCprovider.com	1-844-752-9434
Virginia Premier Elite Individual	www.virginiapremier.com	1-800-727-7536