

# COMMONWEALTH COORDINATED CARE PLUS

Division of Integrated Care  
Department of Medical Assistance Services  
August 2021

- ❑ CCC Plus Enrollment Update
- ❑ CCC Plus Open Enrollment
- ❑ Dual-Eligible Special Needs Plans
- ❑ Care Coordination and Resources
- ❑ July 1, 2021 Changes
- ❑ Cardinal Care

# Commonwealth Coordinated Care Plus

## Managed Long Term Services and Supports

- Medical, behavioral health and long-term services and supports in one program
- Health plans cover services within at least equal amount, duration, and scope as Medicaid
- Health plans provide additional benefits and links to resources to address social determinants of health
- Very few carved-out services (e.g., dental, school health, and DD Waiver services)
- Care coordination for all enrollees

# CCC Plus Populations



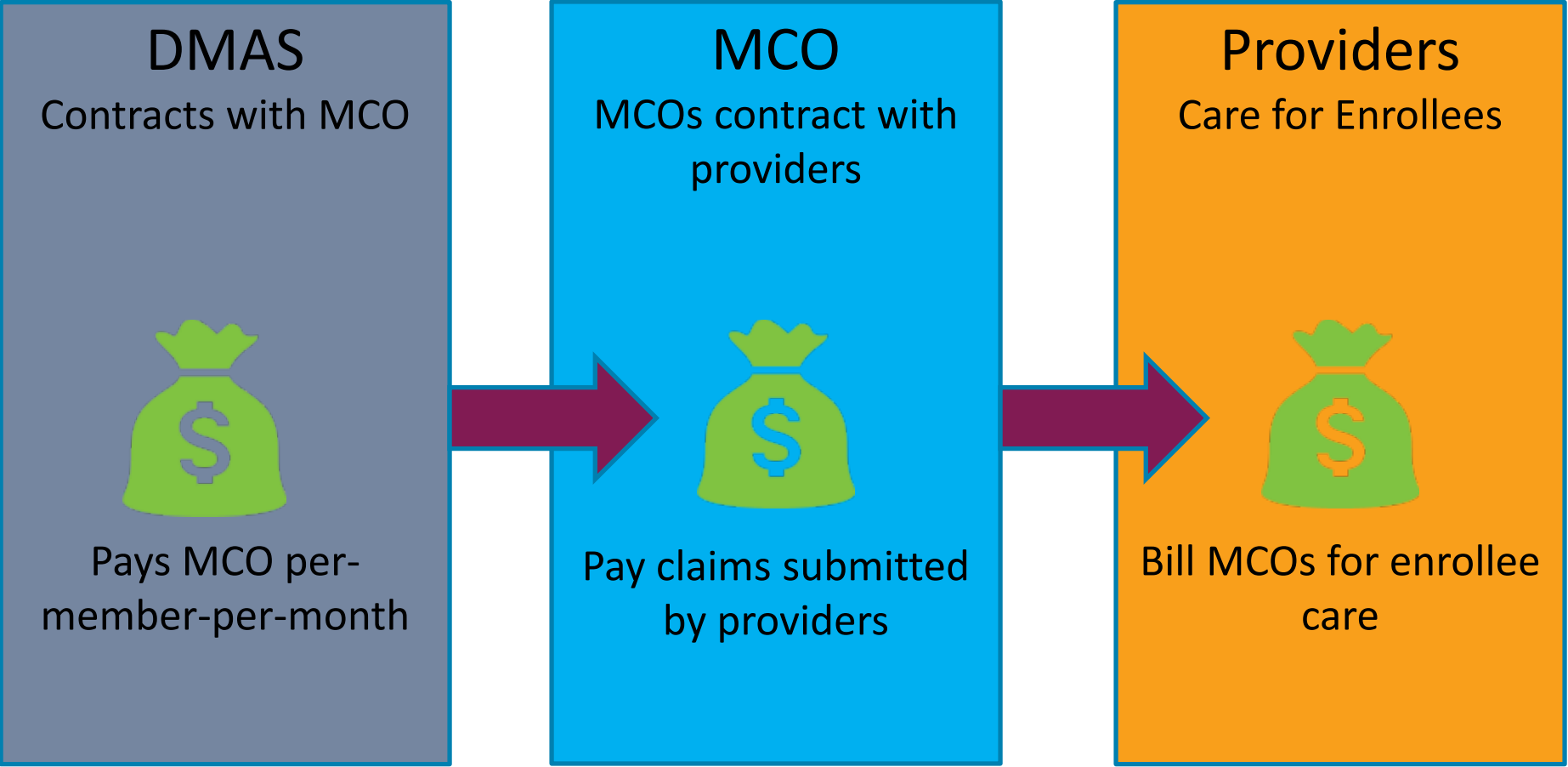
**As of July 2021, 277,140 individuals, including:**

- Adults and children living with disabilities
- Adults age 65 and older
- Individuals living in nursing facilities
- Individuals in the CCC Plus Waiver
- Individuals in the three waivers serving the Developmental Disabilities populations for their non-waiver services
- Medically complex individuals eligible through Medicaid Expansion
- Individuals who are dual eligible for Medicare and Medicaid

# Covered Services



# Managed Care Basics



# Managed Care Health Plans

Coverage is provided for most individuals through the Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus) managed care programs.



Aetna Better Health® of Virginia



Anthem. HealthKeepers Plus  
Offered by HealthKeepers, Inc.



Molina Complete Care



# CCC Plus Enrollment by Plan by Region (July 2021)

MCO	Tidewater	Central	Charlottesville	Roanoke Alleghany	Southwest	Northern VA/ Winchester	Total
Aetna	7,531	12,422	5,343	5,509	4,883	7,076	42,764
Anthem	19,344	21,364	7,089	5,789	4,286	20,865	78,737
Molina	6,457	6,899	3,579	3,187	2,625	4,046	26,793
Optima	16,976	9,733	8,785	3,431	2,809	3,706	45,440
United	6,188	7,499	3,640	4,466	3,411	9,121	34,325
VA Premier	6,418	10,929	8,758	9,984	7,875	5,117	49,081
<b>Total</b>	<b>62,914</b>	<b>68,846</b>	<b>37,194</b>	<b>32,366</b>	<b>25,889</b>	<b>49,931</b>	<b>277,140</b>



# CCC Plus Open Enrollment

- Members can change health plans annually during open enrollment for any reason.
- CCC Plus members: October 1, 2021 – Dec 31, 2021
- CCC Plus Medicaid Expansion members: November 1, 2021 – December 31, 2021

# Continuity of Care Period

- Maintain the Member's current providers for up to **30 days**, and
- The health plan will honor the service authorizations issued by DMAS or the DMAS Contractor for the length of the existing service authorization or 30 days (whichever is sooner).
- The health plan will extend this time frame as necessary to ensure continuity of care pending the provider's contracting with the health plan or the Member has a safe and effective transition to a contracted provider.

# Members with Medicaid and Medicare

## Medicaid

CCC Plus Health Plan

## Medicare

Dual Special Needs Plan

Covers Part A, B and  
prescription drug coverage  
under D

**Or**

Traditional Medicare or any  
Medicare Advantage plan

# What is a Dual Eligible Special Needs Plan?

- Dual Eligible Special Needs Plan (D-SNPs) is a type of Medicare Advantage Plan.
- D-SNPs limit membership to people who qualify for both Medicare and Medicaid (Duals).
- D-SNPs cover Medicare Part A, B and prescription drug coverage under Part D.
- **Individuals may enroll in the same health plan for their Medicare and Medicaid benefits.**

# CCC Plus Model of Care

**A person-centered approach**  
**Provides comprehensive care coordination**  
**Integrates the medical and social models of care**  
**Promotes Member choice and rights**  
**Engages the Member, family, caregivers and providers**

**Care Coordinators are a point of contact for Members and providers**

**Health Risk  
Assessment**

**Individualized  
Care Plan**

**Interdisciplinary  
Care Team**

**Ongoing  
Communication**

**Monitoring  
and  
Reassessment**

# Care Coordinators Can Help

- Serve as point of contact to ensure members get services and care they need
- Answer questions about programs for enhanced care planning options and risk management
- Resolve barriers to care such as possible network and transportation issues
- Ensure appropriate authorizations are in place and that changes occur promptly
- Lead the Interdisciplinary Care Team for individualized care planning and transition of care needs
- Advocate for members and providers helping members

# Care Coordinator Contacts

- CCC Plus Members are assigned a Care Coordinator to personally assist them and their treating providers
- For assistance identifying a member's Care Coordinator, call the assigned health plan at:

Aetna	1-855-652-8249, press #1 for Care Coordinators
Anthem	1-855-323-4687, press #4, TTY 711
Molina	1-800 424-4524
Optima	1-866-546-7924
United Healthcare	Providers: 1-877-843-4366
Virginia Premier	1-877-719-7358

# Transportation Contacts

CCC Plus Transportation	Reservation Numbers	Details
Aetna Better Health of Virginia Broker - ModivCare	(800) 734-0430 Option 1	All ages and all levels of service
Anthem HealthKeepers Broker- Access2Care	(855) 325-7581 TTY: 711	All ages and all levels of service
Molina Complete Care Broker - Veyo	(877) 790-9472	All ages and all levels of service
Optima Health Broker- Southeastrans	(855) 325-7558	All ages and all levels of service
UnitedHealthcare Regions Broker – ModivCare	(844)-604-2078	All ages and all levels of service
Virginia Premier Broker – Virginia Premier (Southeastrans)	(855)-880-3480	All ages and all levels of service
*Call ModivCare for CL, FIS, BI Waiver Services transportation	(866) 386-8331	Transportation to Medical appointments for CL, BI, FIS waived members may be performed by one of the CCC Plus MCOs listed above



# Transportation for “Where’s My Ride?”

CCC Plus	Ride Assist-Where’s My Ride Numbers
Aetna Better Health of Virginia	(800) 734-0430 Option 2
Anthem HealthKeepers	(855) 325-7581 Option 1; TTY: 711
Molina Complete Care	(877) 790-9472 - TTY (866) 288-3133
Optima Health	(855)-325-7558 Option 1
UnitedHealthcare CCC Plus	(844) 525-1491 – TTY (844) 525-1491
Virginia Premier CCC Plus	(855) 880-3480
*Call ModivCare for CL, BI and FIS Waiver Services transportation	(866) 246-9979

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## Virginia Medicaid

Providing access to health care for 1.8 million people.

[About Medicaid](#)



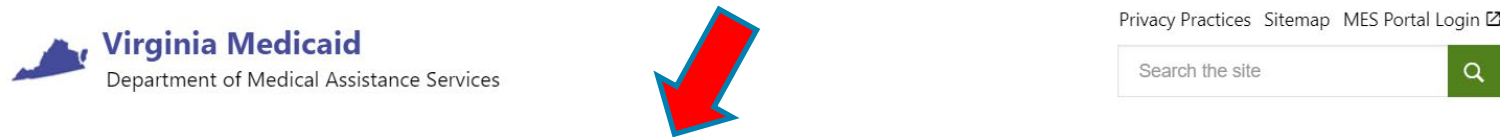
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# Current COVID-19 News and Flexibilities

- DMAS posts all COVID-19 news, updates, flexibilities on the website
- From the home page, use the COVID-19 tab along the top navigation
- Page provides current news for members, providers and stakeholders



Applicants ▾ Members ▾ Providers ▾ Appeals ▾ **COVID-19** ▾ Data ▾ About Us ▾

## COVID-19 Response

Virginia Medicaid is increasing access to care in response to COVID-19

### Medicaid COVID Response

The Virginia Medicaid agency implemented a variety of policies in 2020 in response to the needs of our members and providers as they confronted the COVID-19 pandemic. Policies protecting members from losing coverage remain in effect, and there is currently no official expiration date for these protections. Some policies affecting providers will end on June 30, 2021, with the expiration of the state Public Health Emergency executive orders.

NAVIGATE  
COVID-19 Response

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Day Support Provider Relief

Links to more news can also be found here

# Client Appeals Process

2 Levels

1

## CCC Plus Health Plan

- Appeal any adverse benefit determination or medical decision, including denial or partial approval of service authorizations or claims

2

## DMAS State Fair Hearing

- After exhausting the health plan's appeal process member can appeal through the State fair hearing process

# Office of the State Long-term Care Ombudsman: Role of the CCC Plus Advocate

CCC Plus Advocates can help with:

- Enrollment and disenrollment
- Continuity of care
- Access to covered benefits, urgent needs, prescription drugs, behavioral health care and long-term services and supports
- Timeliness of plan responses to Member questions and needs
- Questions about bills, care coordination, and plan benefits
- Information and assistance with grievances and appeals

**Office of the State Long-Term Care Ombudsman  
Department for Aging & Rehabilitative Services  
1-800-552-5019 Toll Free  
[www.ElderRightsva.org](http://www.ElderRightsva.org)**

# July 1, 2021 Changes

- **Smoking Cessation** – Adds coverage for all remaining adult Medicaid members.
- **12 Month Supply of Contraceptives**
- **Behavioral Health Enhancement (Project BRAVO)** – Adds three new behavioral health services.
- **New Coverage for Pregnant Non-Citizens-**  
Coverage for expectant mothers regardless of citizenship status, up to 60 days postpartum.

# New Dental Benefits

## Adults with full Medicaid benefits

- X-rays and examinations
- Cleanings
- Fillings
- Root canals
- Gum related treatment
- Dentures
- Tooth extractions and other oral surgeries
- Other appropriate general services such as anesthesia
- 1-888-912-3456 (TTY: 1-800-466-7566)



Contact DentaQuest at [www.DentaQuest.com](http://www.DentaQuest.com) for program limitations and requirements.



**Smiles For Children**  
Improving Dental Care Across Virginia



# Current MCO Delivery System

*Over the past 25 years, DMAS has expanded its managed care programs to cover the entire Commonwealth, while adding new eligibility populations and including additional services.*

*Over 96% of full-benefit Medicaid & FAMIS members are served through MCOs*

**Medallion 4.0**  
**1,401,512 Members**

**Commonwealth Coordinated Care Plus**  
**276,741 Members**

## Covered Groups



- Serving infants, children, pregnant members, caretaker adults and Medicaid expansion adults

- Serving older adults, disabled children, disabled adults, medically complex newly eligible adults; includes individuals with Medicare and Medicaid (full-benefit duals)

## Covered Benefits



- Commercial like benefits plus ARTS, transportation and community mental health rehabilitation services; excludes LTSS

- Full continuum of services (same as Medallion), but also includes long-term services and supports (LTSS) in the community, nursing facilities, and hospice

*Developmental Disability (DD) Waiver services are carved-out and paid through the Department*

## Health Plans



### Same Six Health Plans Operate Statewide for Both Programs

- Aetna Better Health of Virginia
- Anthem HealthKeepers Plus
- Molina Complete Care
- Optima Health Family Care
- UnitedHealthcare
- VirginiaPremier

*DMAS Monthly Enrollment as of June 2021*



# Cardinal Care: July 1, 2022

The ultimate goal of Cardinal Care is to unify the managed care programs under a single managed care contract, which will derive a more efficient and well-coordinated system of care for members and add value for providers and the Commonwealth.

## Adds value for our members

- Streamlines processes for members, eliminates the need for unnecessary transitions between the two managed care systems, avoids confusion for members with family members in both programs, and drives equity in a fully integrated, well-coordinated system of care
- Allows for improved continuous care management and quality oversight based on population-specific needs

## Adds value for our providers

- Streamlines the contracting, credentialing, and billing processes for providers

## Adds value for DMAS, its MCOs and the Commonwealth

- Combines the two managed care contracts, two managed care waivers, and streamlines rate development and CMS approval processes
- Will allow DMAS to operate with greater efficiency and effectiveness and provides enhanced opportunity for value-based payment activities to promote enhanced health outcomes

**For more information, visit  
[www.dmas.virginia.gov](http://www.dmas.virginia.gov)**

**Thank You!**