



Frequently Asked Questions for Individuals and their Families

<p>What is Commonwealth Coordinated Care (CCC)?</p>	<p>CCC is a program that combines your Medicare and Medicaid benefits into one health plan (referred to as a Medicare-Medicaid Plan) of your choice.</p>
<p>What is a Medicare-Medicaid Plan (MMP)?</p>	<p>Within the CCC are a variety of MMP health plans. A MMP manages a group of health care providers that work together to give you care. This group may include doctors, hospitals, specialists, pharmacies, and long term services and supports providers. Sometimes a MMP is called a “health plan”.</p> <p>Each MMP has its own group of providers. This group is the plan’s “network of providers.” After you join a MMP, you will get your services from the plan’s network of providers. Your health plan works with all of these providers so that you get the care you need.</p>
<p>Is the CCC program voluntary?</p>	<p>Yes, the CCC program is voluntary. You can decide to choose not to join (opt out) or withdraw from the program at any time and return to your original Medicare and Medicaid coverage.</p>
<p>Am I eligible for CCC?</p>	<p>Individuals may qualify for CCC if they are at least 21 years old, receive full Medicare and full Medicaid benefits (including those in the Elderly or Disabled with Consumer Direction (EDCD Waiver) and those residing in nursing facilities), and live in participating areas within the Commonwealth of Virginia. “Full benefits” means your Medicare card says “Entitled to Hospital (Part A) and Medical (Part B)” Medicare Part D (pharmacy benefit) and you have a Medicaid card with full Medicaid benefits.</p>
<p>Which areas of the Commonwealth participate in CCC?</p>	<p>The CCC will operate in 5 regions across the Commonwealth (Central Virginia, Northern Virginia, Roanoke, Tidewater and Western/Charlottesville regions). This includes over 100 counties and cities in Virginia.</p>
<p>How do I join CCC?</p>	<p>You will receive a letter in 2014 which will provide a phone number to call to sign up. This number will connect you with a trained person who will help you and discuss the different health plan options available to you.</p>



<p>When do I enroll in CCC?</p>	<p>Enrollment in the Central Virginia and Tidewater regions will begin in early 2014, with services starting in March 2014. Enrollment in the Roanoke, Charlottesville and Northern Virginia regions will begin in May 2014, with services effective June 2014.</p>
<p>Can I still see my regular provider(s) if I join CCC?</p>	<p>If your provider is part of your new health plan's network, you may continue to see him/her. Health plans will allow you to continue seeing your current doctors and other providers for 180 days from the time you enroll in the plan. After that, you will have to see providers that are part of your health plan's network. If your provider is interested in participating in the CCC network, he/she may contact DMAS at CCC@dmas.virginia.gov for further information.</p>
<p>Will I have coverage for my prescription drugs under the CCC program?</p>	<p>Yes, your health plan will cover your prescription drugs as prescribed by your doctor. When signing up with your health plan, see the plan's handbook for specific limitations or exclusions.</p>
<p>What services does CCC cover?</p>	<p>Your health plan will include all Medicare and Medicaid services, Medicaid EDCD Waiver services, and nursing facility services. Your health plan also will offer additional benefits that are only available to individuals enrolled in CCC, such as person-centered care coordination.</p>
<p>What does care coordination mean and what will a care coordinator do for me?</p>	<p>Care coordination is a person-centered process that assists you in gaining access to needed services. The care coordinator will work with you, your family members, if appropriate, your providers and anyone else involved in your care to help you get the services and supports that you need.</p>
<p>Will information be available in alternate formats or languages other than English?</p>	<p>Yes. You may request information in Spanish, Braille or large print. For individuals who are deaf or hard of hearing, a TTY line will be available.</p>
<p>What if I travel out of state and require medical care? Does CCC cover me in another state?</p>	<p>Urgent or emergency care is covered under CCC. When signing up with your CCC health plan, see the plan's handbook for specific care available out-of-network.</p>



<p>What are the benefits of the CCC and why should I sign up for the program?</p>	<ul style="list-style-type: none"> • You receive better coordination of care through one health plan. • You don't pay extra to join. • You have one health plan card and one number to call for answers to questions about all your benefits. • You work with a care coordinator. This person will work with you, the health plan, and your providers to make sure you get the care you need. • You will be able to help direct your own care with help from your care team and care coordinator.
<p>What if I join a health plan and then don't like it?</p>	<p>You can withdraw from the CCC program at any time and go back to your original Medicare and Medicaid. Or, you can choose another plan available under CCC.</p>
<p>Can I switch to another health plan within CCC?</p>	<p>Yes, you can switch to another health plan that is available in your region at any time.</p>
<p>I am on the EDCD waiver. Will I continue to have the option to direct my own home-based long term services and supports?</p>	<p>Yes, you will continue to have this option under the CCC program.</p>
<p>I am in a nursing facility. Will I have to change nursing facilities if I join CCC?</p>	<p>No, individuals residing in a nursing facility may remain in their facility as long as they continue to meet DMAS' criteria for nursing home care, unless they or their families prefer to move to a different nursing facility or return to the community.</p>
<p>Where can I get more information?</p>	<p>More information may be found at http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx</p>