

BROADCAST DMAS-21

DATE: November 6, 2017

TO: Local directors and Medicaid staff

FROM: Katie Hill, Integrated Care Senior Advisor, Department of Medical Assistance Services

SUBJECT Medallion 3.0 Aged Blind and Disabled transitioning to Commonwealth Coordinated Care Plus-Effective January 1, 2018

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The following acronyms are used in this broadcast:

CCC Plus - Commonwealth Coordinated Care Plus
DMAS – Department of Medical Assistance Services
D-SNP - Dual Eligible Special Needs Plans
LDSS - Local Departments of Social Services

The purpose of this broadcast is to alert LDSS staff that over 76,000 Medicaid members are transitioning from Medallion 3.0 to Commonwealth Coordinated Care Plus on January 1, 2018. CCC Plus is a new mandatory statewide Medicaid managed care program that will serve approximately 216,000 individuals with complex care needs through an integrated delivery system.

Certain Medallion 3.0 members will transition to CCC Plus on January 1, 2018. These members are those that are considered aged, blind or disabled regardless of age, who are not receiving Home and Community Based Waiver services. Members enrolled in a Home and Community Based Waiver transition to CCC Plus as the region in which they live becomes active in the program.

Aetna, Anthem, Optima and Virginia Premier are participating managed care organizations in both the Medallion 3.0 program and the CCC Plus program. Many of the members in these four plans will transition from the Medallion plan to the same CCC Plus plan.

All members will be notified of the transition and their ability to select a different CCC Plus health plan on or near December 1, 2017. Services through their new health plan will start January 1, 2018. They will have an additional 90 days (until March 31, 2018) from the start of their CCC Plus coverage to select a different CCC Plus health plan. These members will have their first open enrollment period October 1, 2018, which is six (6) months after their last option to switch plans.

CCC Plus Helpline and Enrollment Website

To change health plans or get more information, members can call the CCC Plus Helpline at 1-844-374-9159 (TTY: 1-800-817-6608), Monday through Friday from 8:30 a.m. to 6:00 p.m. or visit the cceplusva.com website.

Member Phone Calls

Upcoming member calls are every Tuesday from 12:00-12:30 pm until Dec 13, 2017. Additional dates are available on this [schedule](#). DMAS and the health plans will be available to answer questions from members during these calls. To participate, dial 1-800-832-0736 then press *1095279# and then follow the voice prompts. Up to 100 callers can be accommodated.

Contact Katie Hill at (804) 593-2466 or Katie.Hill@dmas.virginia.gov if you have questions about this broadcast or to learn about additional CCC Plus training opportunities. For more information on CCC Plus, go to http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx. You can also email cceplus@dmas.virginia.gov.