



# Medallion 3.0 Managed Care Member Resource Guide

Virginia's Medicaid Program



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Department of Medical Assistance Services  
Health Care Services Division

Medallion 3.0 & FAMIS Managed Care Assistance

[ManagedCareHelp@DMAS.Virginia.Gov](mailto:ManagedCareHelp@DMAS.Virginia.Gov)

(800) 643-2273

TDD (800) 817-6608

Para obtener información acerca de Medicaid Managed Care en español , por favor haga clic [aquí](#).



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The purpose of this guide is to provide brief information on and link members, care takers, providers, and interested parties to Virginia's Medicaid and Medallion 3.0 programs and related topics. If you are viewing this guide in a printed format, please visit the DMAS website at the following web addresses to access the document's links for more details and information on the topics reviewed in the document:

- <http://www.dmas.virginia.gov/default.aspx> OR
- [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx)

We hope you find this guide helpful. Please contact the [ManagedCare-Help@dmas.virginia.gov](mailto:ManagedCare-Help@dmas.virginia.gov) mailbox for Medallion 3.0 program assistance.

# Virginia Medicaid Program Delivery System

The Department of Medical Assistance Services (DMAS) administers the Medicaid program, in accordance with Title XIX of the Social Security Act. DMAS also administers the Virginia Children’s Health Insurance Program (CHIP), known as FAMIS (Family Access to Medical Insurance Security) under Title XXI of the Social Security Act. Medicaid and FAMIS programs are financed by Federal and State funds, administered by the State according to Federal and State guidelines, and are monitored closely by DMAS staff and the Centers for Medicare and Medicaid Services (CMS).

DMAS provides Medicaid coverage to members primarily through two delivery systems: fee-for-service (FFS) and managed care. FFS benefits are administered by DMAS through participating providers within the traditional Medicaid program rules; in accordance with Federal and State regulations; and as described in the applicable [DMAS provider manuals](#).

DMAS operates one mandatory Medicaid managed care program, Medallion 3.0, under a CMS 1915(b) Managed Care Waiver, and in accordance with Federal and State Regulations ([12VAC30-120-370](#)). The Medallion 3.0 program is administered through contracted managed care organizations (MCO).

DMAS operates three [FAMIS](#) benefit programs:

1. [FAMIS](#)—Children under age 19
2. [FAMIS MOMS](#)
3. [FAMIS Select](#)

Benefits for FAMIS MOMS and FAMIS-Children under age 19 are

administered through the Medallion 3.0 contracted MCOs. FAMIS Select benefits are administered through FAMIS fee-for-service. For information about FAMIS please visit the DMAS FAMIS website located [here](#).

Fee-for-Service (FFS)	
Medicaid Fee-for-Service	Standard Medicaid Program under Title XIX.
Family Access to Medical Insurance Security Plan (FAMIS) Fee-For-Service	A Title XXI Children’s Health Insurance Plan (CHIP).
Managed Care Organizations (MCOs)	
Medallion 3.0	A Title XIX Medicaid program
FAMIS Managed Care	A Title XXI Children’s Health Insurance Plan (CHIP).

# Medallion 3.0 Managed Care Program

## Key Information:

- Virginia Medicaid Managed Care website is located [here](#).
- 10 Things You Should Know About Medallion 3.0 is located [here](#).
- Contact the Medallion Managed Care office by email please click [here](#).
- MCO member services contact information is located [here](#).

The Medallion 3.0 program is a capitated, risk-based and mandatory managed care program for members of Virginia Medicaid ([12VAC30-120-370](#)). Through a Centers for Medicare and Medicaid Services (CMS) 1915(b) waiver, DMAS contracts with six managed care organizations (MCOs) for the provision of most Medicaid covered services statewide. Contracted MCOs receive a capitated payment each month that covers a comprehensive set of services, regardless of how much care is used by the member. These six MCOs are:



## Member Participation

There are several Medical Assistance Programs offered in Virginia. Each program covers different groups of people and each program has different eligibility requirements. When you apply for Medical Assistance, you are screened for all possible programs based on your age, income, financial resources, and other information. To be eligible for a Medical Assistance Program, you must meet the financial and non-financial eligibility conditions for that program. Please visit the Virginia Department of Social Services' (VDSS) [Medicaid Assistant Program](#) page for eligibility details and/or VDSS [Medicaid Forms and Applications](#) page for application and other Medicaid form details.



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Medicaid members who are eligible for the Medallion 3.0 program include non-institutionalized members in the following covered groups:

- Children
- Pregnant women
- Parent care takers
- Aged, blind, or disabled individuals

## **Medallion 3.0 Enrollment**

Medicaid eligible persons who do not meet exclusion criteria must participate in the Medallion 3.0 program. Enrollment in Medallion 3.0 is not a guarantee of continuing eligibility for services and benefits under the Virginia Medical Assistance Services Program. For more information about exclusionary criteria and participation in Medallion 3.0 as defined in 12VAC30-120-360, please click [here](#).

Eligible members may enroll in an MCO or obtain additional information by calling the Managed Care Help Line at: 800-643-2273 (TTY/TDD 1-800-817-6608). Members may change MCOs up to and including the 90th day after the date of enrollment. Members may change MCOs each year during the open enrollment period. Open enrollment is a 60-day time frame each year when members may change MCOs for any reason. Members will receive a letter by mail each year regarding the open enrollment process and dates of open enrollment for your locality. To see MCO open enrollment periods by locality, please click [here](#).

Para obtener información acerca de Medicaid Managed Care en español , por favor haga clic [aquí](#).

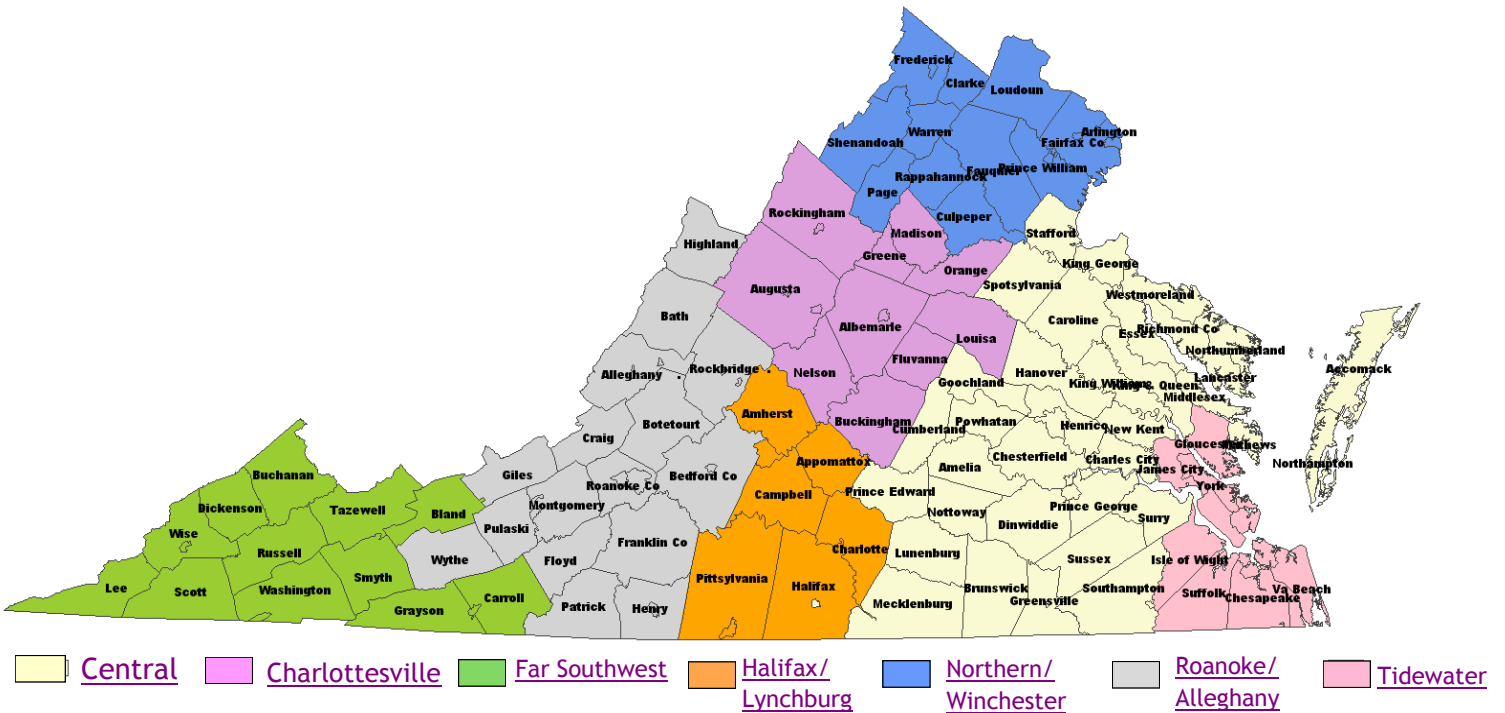
## **MCO Regions of Operations**

Although the Medallion 3.0 program has statewide coverage not every MCO is available in every locality. To see which MCOs operate in your locality, please click [here](#).

# Medallion 3.0 Managed Care Program

## Medallion 3.0 MCO Comparison Charts

To compare Medallion 3.0 MCOs in your area, please click on the title of the region of where you live (at the bottom of the map).



## Medicaid Managed Care Help Line (MC Help Line)

[MC Help Line](#) is a customer service website and call center, available to Medallion 3.0 members or eligible individuals primarily to assist in making an informed decision about the most appropriate MCO to meet their health care needs.

MC Help Line Assistance also includes:

- Enrolling members into an MCO, initially or as a change.
- Educating members about managed care health plans in their locality.
- Assisting members with questions, referring members to appropriate resources for resolution of health care issues and billing related issues, tracking



# Medallion 3.0 Managed Care Program

member complaints, and providing complaint information to DMAS.

- Linking member calls to MCO member services departments, local Department of Social Services (DSS) agencies or the Department's member and provider help lines.
- Completing Health Status Assessments (HSA) on MCO members and forwarding information to the participating MCO that the member has selected.

## Other Resources

- Contact your [local Department of Social Services](#) for items related to entering or modifying member eligibility information such as name, address, telephone number, date of birth, FIPS code, Aid Category, Third Party Liability (other insurance), etc.
- Contact the selected [MCO member services](#) help line for items related to member ID cards.
- For general Medicaid and FAMIS program information or to submit an applications for medical assistance, please visit the [Cover Virginia](#) website or call 855-242-8282.

## Medallion 3.0 Services

To understand Medallion 3.0 covered and non-covered medical and care services there are several resources that you may find helpful.

- Review your selected MCO handbook received after enrollment. Call the [MCO Member Services](#) line to request a handbook if you do not have one.
- [Medallion 3.0 Managed Care Contract](#)
- [Medicaid Handbook \(Families and Children\)](#)
- [Medicaid Handbook \(Aged, Blind or Disabled\)](#)
- EPSDT quick facts click [here](#). For more details regarding EPSDT click [here](#).
- Virginia Vaccines for Children Program click [here](#).
- Midwife Services click [here](#).
- Please visit the FAMIS website for more information on the FAMIS program

# Medallion 3.0 Managed Care Program

## Medallion 3.0 Special Programs

- Foster Care & Adoption Assistance (FC/AA) quick facts for parents click [here](#). For more details regarding FC/AA click [here](#).
- Health and Acute Care Program (HAP) quick facts click [here](#). For more details regarding HAP click [here](#).
- Medallion 3.0 Behavioral Health Homes (BHH) quick facts click [here](#).

## MCO Prior Authorizations

Medallion 3.0 MCOs are [contractually required](#) to honor all services previously authorized by DMAS, its contractors, or another MCO. For example, if a member was receiving home health visits with their prior MCO, this service should continue without interruption with the new MCO. The new MCO will review the service for medical necessity and assess service utilization within 30 days of the member transfer to determine if the criteria for medical necessity are being met.





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## Medallion 3.0 MCO Member Services Contact Information

### Anthem HealthKeepers Plus

- Member Services - 800-901-0020
- Nurse Line - 800-901-0020
- [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid)

### Aetna Better Health

- Member Services - 800-279-1878
- 24/7 Nurse Advice Line - 877-878-8940
- [www.aetnabetterhealth.com/virginia](http://www.aetnabetterhealth.com/virginia)

### INTotal Health

- Member Services - 855-323-5588, TTY 800-855-2880
- 24/7 Nurse Advice Line - 855-323-5588
- [www.intotalhealth.org](http://www.intotalhealth.org)

### Kaiser Permanente

- Member Services - 855-249-5025
- Medical Advice Line - 800-777-7904, 800-700-4901 TTY/TDD
- [www.kp.org/medicaid/va](http://www.kp.org/medicaid/va)

### Optima Family Care

- Member Services - 800-881-2166 or 757-552-8975
- TTY/TDD - 1-800-828-1140
- Nurse Advice Line - 800-394-2237 or 757-552-7250
- [www.optimahealth.com](http://www.optimahealth.com)

### Virginia Premier Health Plan

- Member Services Tidewater - 800-828-7989
- Richmond/Central/Western - 800-727-7536
- Roanoke/Danville/Lynchburg - 888-338-4579
- TTY (text) - 800-828-1120 - TDD (voice) - 800-828-1140
- Nurse Advice Line - 800-256-1982
- [www.vapremier.com](http://www.vapremier.com)

# Medallion 3.0 Managed Care Program

Virginia's Medicaid Program



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## **2015 Medallion 3.0 Managed Care**

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