

BROADCAST DMAS-33

DATE: September 14, 2018

TO: **Northern Region local directors and Medicaid staff**

FROM: Cindy Olson, Director, Eligibility and Enrollment Services Division, Department of Medical Assistance Services

SUBJECT: Rollout of Medallion 4.0 in Northern Region

CONTACT: Todd Clark, Manager, Member & Provider Solutions, Department of Medical Assistance Services, [M4.0Inquiry@dmas.virginia.gov](mailto:M4.0Inquiry@dmas.virginia.gov)

The purpose of this broadcast is to alert managers and other staff in the DSS Northern Region that Medallion 4.0 Program will be implemented on October 1, 2018. Due to amount of member disruption and several other complexities with this particular implementation, the attached list of frequently asked questions and answers has been prepared to assist with questions from members, providers, and stakeholders.

## Northern Virginia/Winchester Medallion 4.0 Implementation Frequently Asked Questions

### 1. What is the effective date of the Medallion 4.0 implementation?

*10/1/2018*

### 2. How many members will be impacted by the implementation?

*There are approximately 178,000 members impacted by the Medallion 4.0 implementation.*

### 3. Will a member's health plan change?

- a. There are approximately 36,000 members currently assigned to Anthem HealthKeepers Plus who will be reassigned to a new health plan.*
- b. All members who are currently assigned to Kaiser Permanente (approximately 15,000), which will no longer be a health plan choice, will be able to choose from among the six health plans available. However, Kaiser Permanente is now a participating provider with Virginia Premier in northern Virginia, and members who wish to retain their Kaiser providers may choose Virginia Premier as their health plan.*
- c. DMAS will notify all Northern Virginia regional/local DSS offices of their foster care members affected by either reassignment.*

### 4. Can a member go back to their original health plan if their current health plan is changed?

*Members will have 90 days to change health plans if they choose. Members may choose to return to their original health plan or choose any of the other managed care health plans.*

### 5. Are members allowed to change their health plan during the transition period?

*Members will have 90 days to change health plans if they choose. Members may choose to return to their original health plan or choose any of the other managed care health plans.*

### 6. How do members change health plans?

- a. Members may change health plans by contacting the Managed Care Helpline at 1-800-643-2273 (TTY: 1-800-817-6608) or by logging on at [www.virginiamanagedcare.com](http://www.virginiamanagedcare.com).*

- b. Please note that only designated staff at the LDSS agency may change a foster care member's health plan. Foster parents are not able to make changes to a foster care member's health plan coverage.*

**7. When will the new health plan become effective?**

*If members call before the 18<sup>th</sup> of the month, the new health plan will be effective the first day of the next month. If members call after the 18<sup>th</sup> of the month, the new plan will be effective the first day of the following month. (Example: A member calls 10/15 to change their health plan. The change will be effective 11/1. A member calls 10/19 to change their health plan. The change will be effective 12/1.*

**8. When is the last day to can change health plans?**

*The last day to change health plans in the Northern Virginia and Winchester area is 11/30/2018.*

**9. Can members continue to see their same doctors and other medical professionals while waiting for the new managed care plan to become effective?**

*Members may continue to use the same providers for 30 days (until approximately 10/31/2018). During that time, the new health plan will help members find new providers if necessary.*

**10. Will Early Intervention (EI) services be covered by a member's health plan under Medallion 4.0?**

- a. Yes. Under Medallion 4.0, a member's health plan will be responsible for covering EI services.*
- b. For specific questions related to EI services, please contact [M4EarlyIntervention@dmas.virginia.gov](mailto:M4EarlyIntervention@dmas.virginia.gov).*

**11. Who is the best contact at DMAS to ask questions related to coverage for foster care children?**

- a. DMAS will continue to monitor the services for foster care children. For specific questions related to the care of foster care members, please reach out to [FosterCare@dmas.virginia.gov](mailto:FosterCare@dmas.virginia.gov).*
- b. DMAS is also conducting training son Medallion 4.0 for LDSS offices in the Northern region during the month of September.*

**12. How can LDSS offices help in this transition?**

- a. LDSS offices can help direct members to the Managed Care Helpline or website (information listed above) to make updates to their health plan coverage as needed.*
- b. Members can also visit the DMAS website at <http://www.dmas.virginia.gov/#index>.*