

CCC Plus Transportation Contacts (Updated 03/01/21)

(For CL, BI, and FIS Waiver Services, Contact ModivCare (formerly LogistiCare) at the number shown below*)

CCC Plus Transportation	Reservation Numbers	Details
Aetna Better Health of Virginia <i>Broker – ModivCare (formerly Logisticare)</i>	(800) 734-0430 Option 1	All ages and all levels of service*
Anthem HealthKeepers <i>Broker- Access2Care</i>	(855) 325-7581 TTY: 711	All ages and all levels of service*
Magellan Complete Care of Virginia <i>Broker – Veyo</i> Megellan Complete Care of Virginia (M4) <i>Broker - Veyo</i>	(877) 790-9472 (833) 273-7416 (Medallion 4.0)	All ages and all levels of service*
Optima Health <i>Broker- Southeastrans</i>	(855) 325-7558	All ages and all levels of service*
United Healthcare Regions <i>Broker – ModivCare (formerly LogistiCare)</i>	(833) 215-3884	All ages and all levels of service*
Virginia Premier <i>Broker –Southestrans (effective 3/1/2021)</i>	(855)880-3480	All ages and all levels of service*
*Call ModivCare (formerly LogistiCare) 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

Ride Assist Number: (Running late, what time is my pick-up, I have a complaint, etc.)

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
Magellan Complete Care of Virginia Magellan Complete Care of Virginia - (M4)	(877) 790-9472 (833)273-7416 (Medallion 4.0)
Optima Health	(855)-325-7558 Option 1
United Healthcare CCC Plus	(833) 215-3885 TYT –(844) 488-9724
Virginia Premier CCC Plus	(855) 880-3480
*Call ModivCare (formerly LogistiCare) for DD Waiver Services	(866) 246-9979

CCC Plus Care Coordinator

If you or the member have questions or concerns, please use the following Care Coordination Phone line to get in touch with a Member's Care Coordinator.

CCC Plus Care Coordination	
Aetna	1-855-652-8249 press #1 and ask for Care Coordinator
Anthem	1-855-323-4687 Press #4, TTY: 711
Magellan	1-800-424-4524
Optima	757-552-8398, or Toll Free 866-546-7924
United Healthcare	Members: 1-866-622-7982 Providers: 1-877-843-4366
Virginia Premier	1-877-719-7358

If you have questions or concerns about CCC Plus for the Department of Medical Assistance Services, please email the CCC Plus inbox, ccplus@dmas.virginia.gov for assistance.