

Cardinal Care Frequently Asked Questions

1. What is Cardinal Care?

On January 1, 2023, Virginia's Medicaid program will become Cardinal Care, a single system of health coverage for all Virginia Medicaid members. Cardinal Care will connect members to the care they need when they need it and reduce transitions between programs, as their health care needs change. All managed care and fee-for-service Medicaid members will be part of the Cardinal Care program. Managed care members include those enrolled in the Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus) and Family Access to Medical Insurance Security (FAMIS) programs.

2. What is changing?

The two Medicaid managed care programs will become one, eliminating the need for members to switch programs if their health care needs change. Care coordination will be available to all members, as needed. Members in a managed care organization (MCO) will receive a [new ID card with the Cardinal Care logo](#) by March 31, 2023. CCC Plus members and adults newly eligible because of Medicaid expansion will have a new open enrollment period that is based on their region.

3. What is staying the same?

Cardinal Care will continue to offer members the same programs and services and will not reduce or change any existing coverage. Members will continue to receive the same benefits, see the same doctors and providers, and have access to the same health care services. Members may stay with their same health plan and will continue to have the option to change their health plan once a year during open enrollment.

4. What action do I need to take?

Your transition to Cardinal Care will be automatic as long as you are a current, eligible Medicaid member. You can help ensure a smooth transition by making sure your contact information is current with Virginia Medicaid. You can update your phone number and mailing address by:

- Going online to commonhelp.virginia.gov
- Calling Cover Virginia at 1-855-242-8282
- Calling your local Department of Social Services. Visit [the Virginia Department of Social Services website](#) to search for your local agency's number.
- Calling your managed care organization to update your contact information

5. How do I learn more?

Visit the [Virginia Medicaid agency website](#) to learn more. Virginia Medicaid will continue to update this website as information becomes available.