



Virginia Medicaid
Member Advisory Committee
(MAC) Meeting:
General Meeting

Monday, March 10, 2025



Accessibility Check-in Reminders: All Attendees

- Say your name each time you speak.
- Attendees are provided materials ahead of time and in an accessible format.
- Use a microphone to project your speech; if one is not available repeat questions when asked.
- Language access options provided upon request to include real time captioning.
- Spell acronyms and avoid or define terms, jargon, and idioms.
- Speak clearly; avoid speaking too fast, which is particularly helpful to individuals whose primary language is not the one in which you are speaking, sign language interpreters, and real time captioners.

Accessibility Check-in Reminders: Speakers

- Summarize major points.
- Avoid reading word-for-word text on presentation slides unless you are reading a quotation.
- Give background and contextual information.
- Display key terms and concepts visually.
- Describe visuals such as images, objects, infographics, diagrams, and more so that non-visual participants can understand the information being presented.
 - **Example:** "On the screen is a diagram which represents the process flow which starts with..."
- Offer outlines and other scaffolding tools: connecting your presentation information by building upon what participants may already know.
- Give attendees time to process information; pause between topics, and after you ask for questions.

Accessible, Inclusive Self-Introductions

Participants with vision take in a lot of information about the people and the environment around them. To offer context for all participants, visual and non-visual (people with blindness or low-vision, a brief description of yourself using a few sentences. At a minimum, include the following details:

- **Name**
- **Members** (the region and who you are representing on the MAC)
- **Organization and role**

You may also include your gender identity, your pronouns, your race or ethnicity, your skin color, hair color and style, whether you have facial hair, what clothing and jewelry you are wearing, and a short description of your background.

- **Member Example:**
 - My name is ___ from ___ region and I am representing _____. I am a black woman with curly black hair and round gold glasses wearing a red dress and snazzy black heels.
- **Speaker/Facilitator Example:**
 - My name is ___ with (*insert organization*) where I serve as the (*insert role*). I am a Hispanic male with wavy brown hair wearing a blue button-down shirt and khaki pants with a gold apple watch and navy-blue loafers.

If presenting virtually, you can include the background color or setting.

- **Example:**
 - My name is ___ from ___ region and I am representing _____. I am a black woman with curly black hair and round gold glasses. I'm wearing a red blouse. Behind me is a gray wall with several framed pictures, next to a bookshelf.



AGENDA

Natalie Pennywell

Outreach and Member Engagement
Department of Medical Assistance Services (DMAS)

Agenda

1. Call to Order
2. Member Roll Call and Introductions
3. Minutes Approval: 10.21.2025 MAC Meeting
4. Presentation: Healthcare Access in Rural Virginia
5. Presentation: Working Towards Solutions: Member and Provider Solutions Team Overview
6. Public Comment
7. Closing Remarks and Announcements
8. Adjournment

Welcome Remarks – DMAS Executive Leadership



Cheryl Roberts
Agency Director

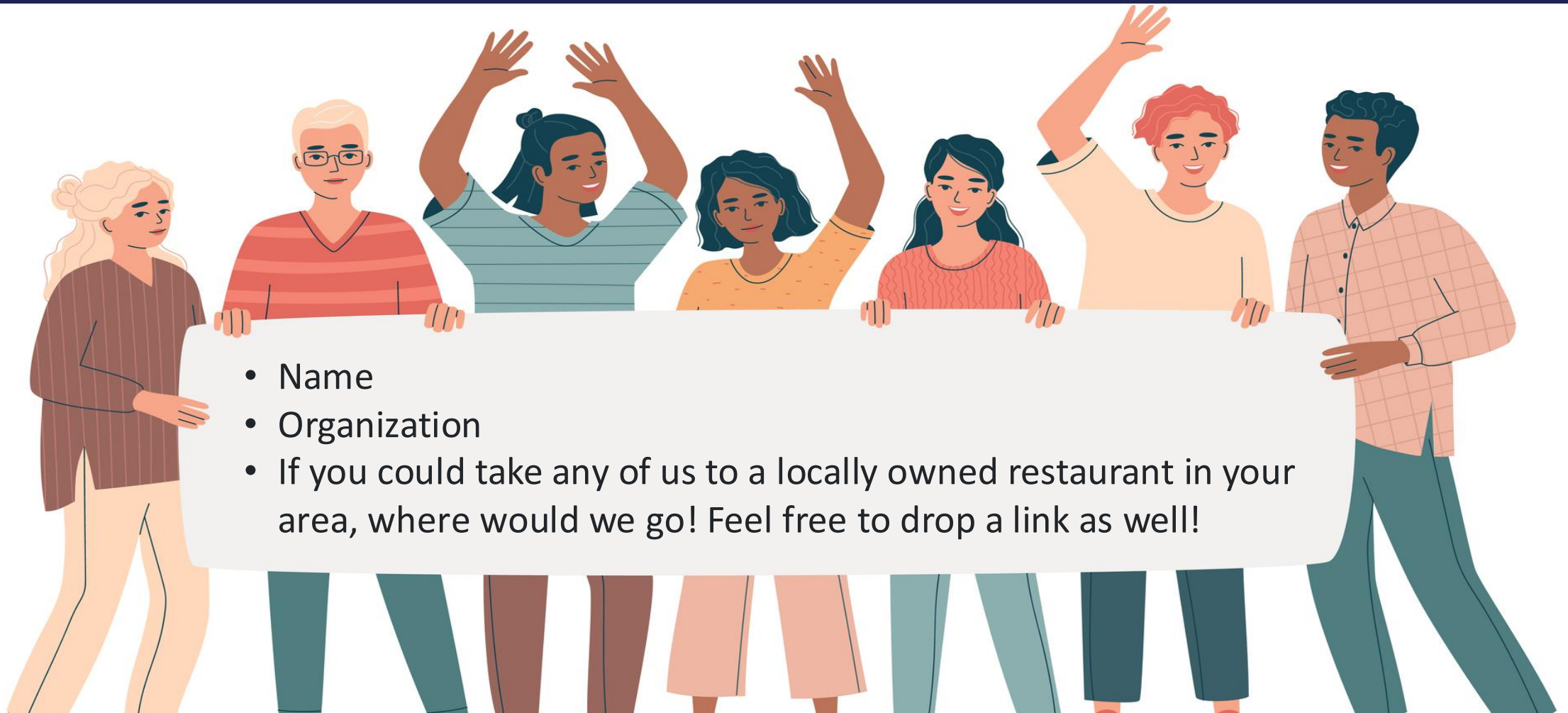
Jeff Lunardi
Chief Deputy Director

Sarah Hatton
Deputy of Administration
and Coverage

MEMBER ROLL CALL AND INTRODUCTIONS

Natalie Pennywell
Outreach and Member Engagement
Department of Medical Assistance Services (DMAS)

Introduce yourself in the chat!



- Name
- Organization
- If you could take any of us to a locally owned restaurant in your area, where would we go! Feel free to drop a link as well!

Welcome New & Returning Members

New Members

- ➔ Courtney Berry
- ➔ Martha Bryant
- ➔ LaSherron Diaz
- ➔ Amanda Plotner
- ➔ Sohail Safeer
- ➔ La'Tonya Slaton-Graham
- ➔ Yvette Thompson
- ➔ Patricia Vandervelden

Returning Members

- ➔ Ghadah Aljamali
 - 2021 Class
- ➔ Sheila Johnson
 - 2023 Class
- ➔ Craig Thomson
 - 2022 Class



MAC Member Roll Call

- Ghadah Aljamali
- Courtney Berry (virtual)
- Martha Bryant
- LaSherron Diaz
- Mark Dixon (virtual)
- Sheila Johnson
- Brian Marroquin (virtual)
- Amanda Plotner
- Bryan Roache' (virtual)
- Sohail Safeer
- La'Tonya Slaton-Graham
- Yvette Thompson
- Craig Thomson
- Patricia Vandervelden

Introductions

- Meeting Facilitator(s)
- Executive Leadership Team Member(s)
- MAC Support Staff
- Speakers

MINUTES APPROVAL

Natalie Pennywell

Outreach and Member Engagement
Department of Medical Assistance Services (DMAS)



Rural Health Access & Virginia Medicaid Members

Kandi Chamberlain, MPH, Rural Health Manager
Virginia State Office of Rural Health



Photo by Jason Burkett, Rich Valley, Virginia



Rural Health Access for Medicaid Members

Federally Qualified Health Centers (FQHCs)

These centers offer comprehensive primary care services and accept Virginia Medicaid. To find an FQHC near you, visit <https://vcha.org/locations/>

Free and Charitable Clinics (VA FCC Clinic)

Some accept Medicaid, while others serve only uninsured patients. To locate a free or charitable clinic in Virginia, visit vafreeclinics.org microsite dedicated to folks seeking care: <https://freeclinicscare.org/>

Rural Health Clinics (RHCs)

RHCs are required to provide outpatient primary care services, basic laboratory services, and be able to provide “first response” services to common life-threatening injuries and acute illnesses. <https://www.ruralhealthinfo.org/topics/rural-health-clinics>



Question: How do you search for healthcare services in your area?



Rural Health Access for Medicaid Members

Local Health Departments

Virginia's local health departments offer services such as immunizations, maternal health services, and family planning. Some may also provide dental services. To find services in your area, consult the Virginia Department of Health's list of local health districts.

<https://www.vdh.virginia.gov/health-department-locator/>

Hospital-Based Clinics

Some public hospitals in Virginia operate outpatient clinics that provide care for Medicaid members and those without insurance.

Dental Access- A Challenge in Rural Virginia

Virginia's Medicaid program covers comprehensive dental care. However, members still face barriers to accessing this care, especially in rural areas. Only 27% of Virginia's dentists serve Medicaid patients.

[Home - Virginia Health Catalyst \(vahealthcatalyst.org\)](http://vahealthcatalyst.org)



While there are many similarities, distinct variations exist between Free and Charitable Clinics and federally funded clinics. The table below summarizes these differences.

	Free and Charitable Clinics	Federally Qualified Health Centers
Model	Designed to fit the community's needs and resources.	Designed to fit the federally driven model.
Patients	Primarily low-income uninsured and underinsured adults. Must meet income eligibility requirements.	Mix of Medicaid, Medicare, privately insured and underinsured as well as uninsured.
Staffing	Rely heavily on volunteer providers.	Primarily paid providers.
Governance	Member composition determined by clinic bylaws.	Federal rules require at least 51% of members be patients.
Funding	Primarily funded through private sector funding (foundations, corporations, special events, individuals, etc.), and some state funding.	Primarily funded through the federal government (federal grants, Medicare reimbursements, and enhanced Medicaid reimbursements), private insurance payers, and some state funding.
Patient Fees	Some free clinics collect a non-mandatory administrative fee or suggest a voluntary patient donation. Many collect no payment.	All uninsured patients are charged according to a sliding fee scale.
Pharmacy	Medications provided for free via drug donations or assistance programs.	Medications provided through private drug coverage benefits or at discounted pricing through the federal 340b program.
Specialty Care	Provided on site by volunteers or through referrals at little or no cost to patients.	Referrals based on reimbursement.
Lab/Radiology	Referrals usually free or very low cost.	Referrals based on reimbursement.
Social Determinants of Health	Provide wrap around supportive services (transportation, nutrition, housing, etc.).	Do not generally provide support services.

Information was compiled by the Virginia Association of Free and Charitable Clinics, a nonprofit focused on free and charitable clinics and their patients. To learn more, visit www.VaFreeClinics.org.





Local Health Departments

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<https://www.vdh.virginia.gov/health-department-locator/>

Example page:

[Primary Care for Patients with Medicaid, Medicare or who are Uninsured – Rappahannock \(virginia.gov\)](#)

The screenshot shows the Virginia Department of Health (VDH) website. At the top left is the VDH logo. To its right is a search bar with the text "ENHANCED BY Google" and a magnifying glass icon. Below the search bar is a navigation menu with links for "Home", "About", "How Do I", "A-Z Index", "Locations", "Data", "Clinicians", and "Newsroom". The "Contact" link is highlighted. Below the navigation menu is a breadcrumb trail: "Virginia Department of Health > Rappahannock > Services > Primary Care for Patients with Medicaid, Medicare or who are Uninsured". The main content area is titled "PRIMARY CARE FOR PATIENTS WITH MEDICAID, MEDICARE OR WHO ARE UNINSURED". Below the title is a sub-heading "Primary Care for Patients with Medicaid, Medicare, or Who are Uninsured". The text explains that the Rappahannock Area Health District compiled a list of local providers based on feedback from community members in May 2024. It provides the RAHD Call Center number (540-899-4797, option 0) for assistance. A section titled "What Else Should I Know?" lists several requirements for patients, including verifying insurance, bringing medications and vaccine records, and bringing a parent or legal guardian for minors. The page also includes a "Rappahannock Area Health District" logo at the bottom left of the content area.





Initiatives to Improve Rural Health Access

Virginia Rural Health Plan 2022 –2026: a comprehensive action plan addresses the health and wellness needs of rural communities, focusing on improving access to quality healthcare and addressing health disparities.

Telehealth Expansion: Efforts are underway to expand telehealth services, allowing rural residents to consult with healthcare providers remotely.

- State Telehealth Plan [State Telehealth Plan – Commissioner \(virginia.gov\)](#)

Workforce Development: Investments in workforce development aim to attract and retain healthcare professionals in rural areas, while ensuring residents have access to care.

Telehealth: Bridging the Gap in Rural Healthcare



<https://www.matrc.org/explore-telehealth/why-telehealth/>



Question: Have you utilized telehealth services? If so, how was your experience?



Policy in Virginia

Policymakers Are Paying Attention- The Virginia House Select Committee on Advancing Rural and Small Town Health Care recommended:

- Increase funding for community college oral health programs.
- Include oral health care in school-based health care programs.
- Fund oral health scholarship and loan repayment programs for dentist and dental hygienists in rural areas.
- Fund a VCU-anchored hub-and-spoke dental residency program in partnership with two sites in rural areas.

General Assembly Updates- While the legislature's budget did not include the Committee's dental recommendations, it does include:

- \$500,000 in additional support for FQHCs
- \$500,000 in additional support for Free Clinics
- \$1 million for a non-emergency medical transportation pilot program, administered by the Virginia Community Healthcare Association, to serve uninsured patients in underserved or unserved areas with priority giving to rural localities

[Home - Virginia Health Catalyst \(vahealthcatalyst.org\)](http://vahealthcatalyst.org)



How You Can Advocate for Rural Health Access

Your voice is vital in shaping healthcare services:

Provide Feedback: Share your experiences with Medicaid and healthcare services to help identify areas needing improvement. [Contact Us | Medicaid](#)

Participate in Community Meetings: Engage in local health forums to stay informed and advocate for necessary services in your community.

Utilize Available Resources: Take advantage of programs and services offered through Medicaid and other organizations aimed at supporting rural health.



Question: How do you advocate for health access?



In Conclusion

Improving healthcare access in rural Virginia requires collaboration among community members, healthcare providers, and policymakers. By understanding the challenges and actively participating in available programs, we can work towards a healthier future for all rural Virginians.

Thank you!

Questions





Stay in Touch

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Rural Health Manager

Virginia State Office of Rural Health

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Rural Health Communications Specialist

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Virginia State Office of Rural Health (VA-SORH)

[State Office of Rural Health – Health Equity](#)

- Sign up for our monthly newsletter.
- Virginia Rural Health Plan 2022-2026
- Access to our Digital Calendar



Facebook

www.facebook.com/VASORH/

- Stay up to date on rural policy, funding opportunities, training, health topics and more.



DMAS Member & Provider Solutions Team Overview

March 10, 2025

Cardinal Care Overview

Cardinal Care: Virginia's Medicaid Program

- Cardinal Care will provide high quality care to more than 2 million Virginians through managed care and fee-for-service.
- Cardinal Care is the Department's brand that encompasses all DMAS health coverage programs, including Medicaid, Family Access to Medical Insurance Security (FAMIS), managed care and fee-for-service programs, effective January 1, 2023.
- Cardinal Care Managed Care consolidates Virginia Medicaid's two managed care programs – Acute (formerly Medallion 4) and MLTSS (formerly CCC Plus), effective October 1, 2023.

Facts about Cardinal Care Managed Care

- Cardinal Care Managed Care (CCMC) includes all existing managed care populations and services.
- Medallion 4.0 and CCC Plus enrolled members have already transitioned seamlessly to CCMC.
- CCMC Members remain enrolled with their current managed care organization (MCO) and can continue to see their doctors and other providers.
- DMAS will phase-out use of the CCC Plus and Medallion 4.0 managed care program names over time.
- The [CCC Plus home and community-based services \(HCBS\) Waiver](#) will continue to operate as the CCC Plus HCBS Waiver.
- CCMC improves continuity for members who will no longer need to transition between two managed care programs.
- Overall, this continuity will result in greater efficiency; full alignment may require process changes as described in the next slides.

Cardinal Care Managed Care Populations

Includes the same populations participating in the CCC Plus and Medallion 4.0 Programs

Nearly 2 million managed care members

- Newborns
- Infants
- Children
- Pregnant women
- Caretaker adults
- Older adults
- Disabled children
- Disabled adults
- Medicaid expansion adults
- Individuals with Medicare and Medicaid (full-benefit duals)
- Individuals receiving nursing facility or community-based long-term services and supports (LTSS), including hospice services.

**Excludes the same populations who have been historically excluded from managed care participation*

Cardinal Care Managed Care Services

Includes the same services provided in the CCC Plus and Medallion 4.0 Programs



Medical, preventive and behavioral health services; addiction and recovery treatment services (ARTS); maternal, newborn, and infant services; transportation; hospice; and long-term services and supports (LTSS) in community and nursing facilities.



Participants in the Developmental Disability (DD) Waivers are included; however, DD Waiver services are carved-out and paid through the DMAS fee-for-service program



CCMC continues to carve out dental services, school health services and LTSS screenings.

Excludes psychiatric residential treatment services

CCMC aligns benefits for managed care members

Cardinal Care Managed Care Improvements



Single Managed Care Contract and Waiver



Preserves Continuity of Managed Care Enrollment



Responsive Model of Care



Aligned Open Enrollment



Enhanced Accountability & Oversight



Cardinal Care Branding & Communications

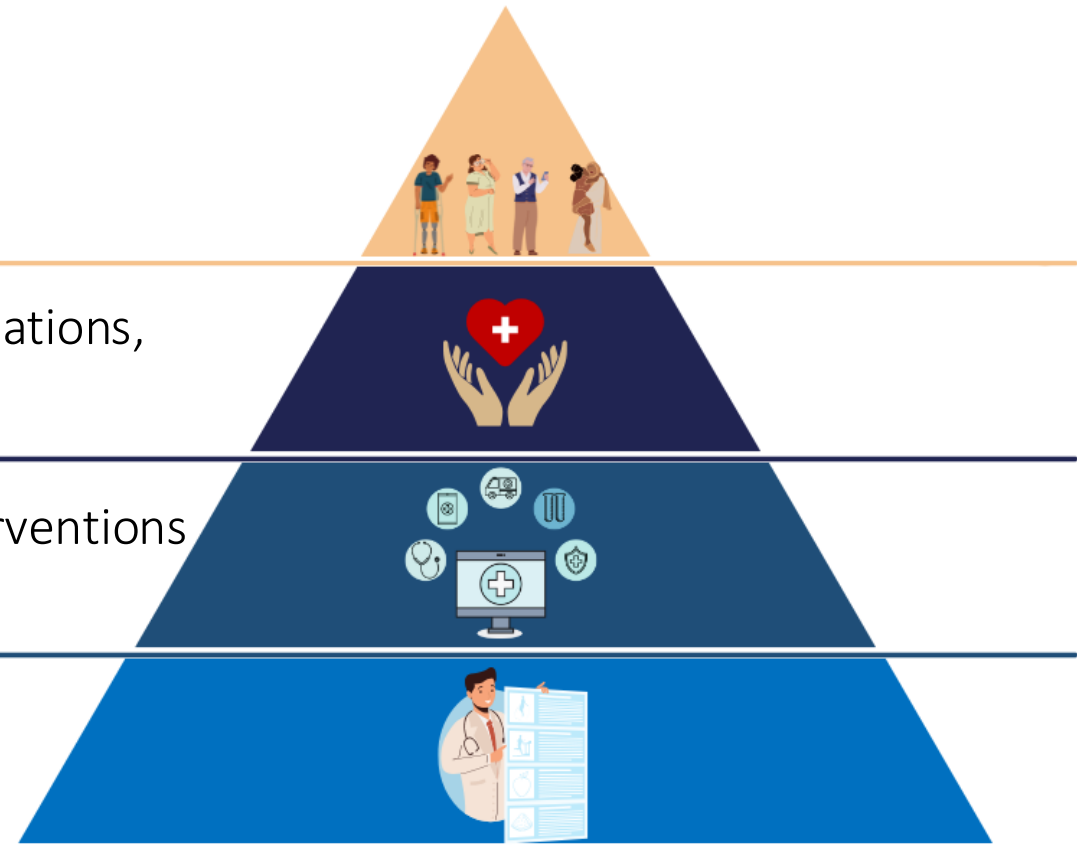
Responsive Model of Care

Member focused

Provides access to care management services across populations, based on the member's evolving needs and health risk

Uses data effectively to target appropriate and timely interventions to drive the right care at the right time

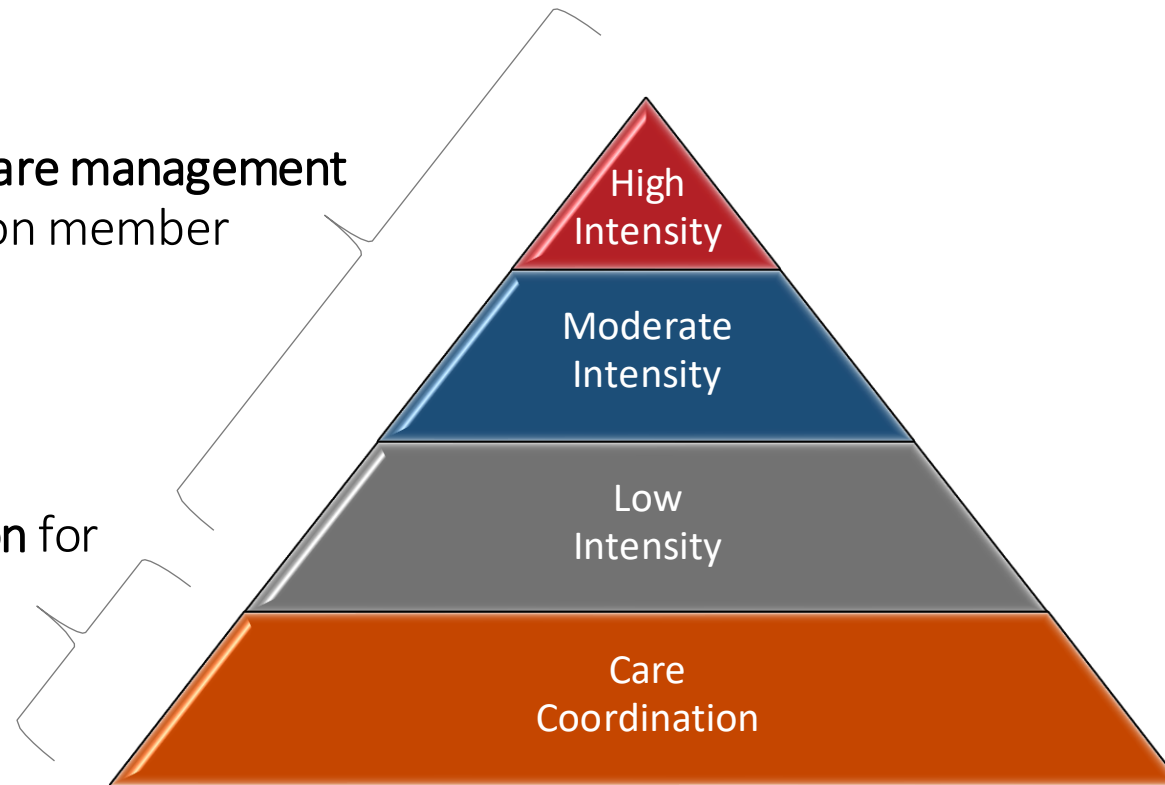
Drives improved health outcomes, as demonstrated by quality measures and clinical efficiencies



Care Management Intensity

Three levels of care management intensity based on member needs/risks

Care coordination for members with minimal needs



Care Management Components

MCO care managers partner with providers on behalf of members with significant health needs to:

- Support the member's choice to reside in the least restrictive environment
- Facilitate successful transitions between levels of care and settings
- Provide comprehensive health risk assessments
- Develop comprehensive member-centered care plans
- Foster interdisciplinary care team collaboration, participation and communication
- Engage the provider's expertise/ability to promote quality, etc.
- Collaborate with involved parties to ensure the member's health, safety and welfare
- Establish wrap-around community support services, addressing social determinants of health

Helpful Member Information

New Member Enrollment

Cardinal Care Overview:

All Virginia Medicaid members, whether in managed care or fee-for-service (FFS), are part of Cardinal Care.

Initially, members begin in FFS and typically transition to Managed Care within 45 days. Until this transition, Virginia Medicaid directly reimburses providers for services under FFS.



CardinalCare
Virginia's Medicaid Program

What's the Difference?

Fee-for-Service (FFS):

Every Virginia Medicaid member starts in FFS, which ensures immediate coverage. FFS provides the flexibility to choose their own providers and treatment options, with Virginia Medicaid directly reimbursing providers for services received.

FFS Program Operations: (804) 786-6145, TTY 711.

Managed Care:

Through Virginia Medicaid, members connected to a Managed Care Organization (MCO), a private health plan contracted to provide Medicaid benefits. MCOs deliver high-quality care through a network of providers, ensuring comprehensive services and support.

Managed Care Helpline: (800) 643-2273, TTY (800) 817-6608, Monday–Friday, 8:30 AM–6 PM.

DMAS Member and Provider Solutions Team






How we serve you?

- We help resolve enrollment issues
- Answer member and provider questions
- Provide information on how to access and utilize Medicaid services when transitioning from Fee-for-Service (FFS) to a Managed Care Organization (MCO)
- Eligibility issues should be addressed by contacting your local social services or by calling CoverVA at **833-5CALLVA (833-522-5582) (TDD: 1-888-221-1590)**

How to reach us?

- Email: managedcarehelp@dmas.virginia.gov
- Call: Member Helpline at 1-804-786-6145

Cardinal Care Managed Care Health Plans

Managed Care Organization's	Member Service Helpline
 Aetna Better Health® of Virginia	1-800-279-1878 (TTY: 711)
 Offered by HealthKeepers, Inc.	1-800-901-0020 (TTY: 711)
	1-800-424-4518 (TTY: 711)
	1-800-881-2166 (TTY: 711)
	1-844-752-9434 (TTY: 711)

Managed Care Enrollment Broker

How can they help?

- Request Health Plan (MCO) Change
- Open Enrollment
- Find a Provider
- Compare Health Plans via
 - Website: VirginiaManagedCare.com
 - Managed Care Helpline at **1-800-643-2273** (TTY: 1-800-817-6608) Hours of Operation: Monday-Friday 8:30am-6:00pm
 - **Virginia Cardinal Care app** on Google Play or the App Store

Virginia Cardinal Care

MAXIMUS

4.7★
1.14K reviews

50K+
Downloads

Everyone 0

Install

Share



Add to wishlist



*If you already have the app, it will automatically update to the Virginia Cardinal Care app

Resources

DMAS Cardinal Care Member Page

<https://www.dmas.virginia.gov/for-members/cardinal-care/>

Sign up to get the latest news from Virginia Medicaid at: <https://www.dmas.virginia.gov/>

All managed care members use the same **VirginiaManagedCare.com** enrollment website and managed care helpline at **1-800-643-2273** (TTY: 1-800-817-6608) to choose or change a health plan. Hours of Operation: Monday-Friday 8:30am-6:00pm

Questions?



managedcarehelp@dmas.virginia.gov

PUBLIC COMMENT



- Public comment period is 15 minutes.
- Those wishing to make a public comment must join via the Microsoft Teams Webinar link or in-person.
- Send a message to one of the hosts or place your full name and location in the comments to be recognized during this time.
- Each speaker will be granted only two (2) minutes to speak.

DMAS Support Staff

<u>Name</u>	<u>Position</u>	<u>MAC Role</u>
<i>Sandra Coffey (Sandi)</i>	EPO Administrative Assistant	Steering Committee Member
<i>Sarah Hatton</i>	Deputy of Administration and Coverage	Ex-Officio Member; Co-Facilitator
<i>Kristin Lough</i>	Hearing Officer	Minutes
<i>Natalie Pennywell</i>	Outreach & Member Engagement	Facilitator; Steering Committee
<i>Jesus Perez</i>	Civil Rights Compliance Specialist	Closed Captioning
<i>Cheryl Roberts</i>	Agency Director	Co-Facilitator
<i>Sonya Scott/Norman Gaines</i>	ITS Operations Analyst/AV Specialist	Technology Support
<i>Dorothy Swann (Dot)</i>	Outreach and Member Engagement	Steering Committee Member

Closing Remarks



Jeff Lunardi
Chief Deputy Director

2025 Virginia Medicaid MAC Meetings

Dates

- ~~March 10, 2025~~
- June 09, 2025
- August 11, 2025
- October 20, 2025

General MAC Meeting:

- 10:00 AM – 12:00 PM

Location:

- 600 E Broad Street,
Richmond, VA 23219
- In-Person w/ Virtual Option
 - Virtual information can be found on [Virginia Regulatory Town Hall](#)

Thank you! Do not hesitate to **Contact Us!**

Medicaid Member Advisory Committee (MAC)

Department of Medical Assistance Services (DMAS)

Commonwealth of Virginia

600 East Broad Street, Richmond, VA 23219

Email: mac@dmas.virginia.gov

Website: <https://www.dmas.virginia.gov/for-members/member-advisory-committee/>

Cover Virginia: <https://coverva.dmas.virginia.gov/>



Adjournment



- Don't forget to tell a friend about Virginia Medicaid MAC.
- Encourage a member to apply to be a MAC member.
- Do something outside and get an extra dose of Vitamin D, fresh air, and Springtime wonderment.

See you on June 09, 2025!