

163-ROCKBRIDGE-BUENA VISTA-LEXINGTON DSS  
20 E PRESTON ST  
LEXINGTON, VA 24450



COMMONWEALTH of VIRGINIA  
*Department of Medical Assistance Services*

DATE

John Q Sample  
1234 Any Street  
Any City, US 12345-6789

Dear John Q Sample:

**Open Enrollment for Commonwealth Coordinated Care Plus (CCC Plus)**

The open enrollment period for the Virginia Medicaid CCC Plus managed care program is October 1 through December 31. Medicaid works with health plans to provide health coverage to CCC Plus members across Virginia. Open enrollment is held once a year and is the time for you to change your health plan, if you want to do so. Here is your current health plan:

Your CCC Plus Medicaid health plan is **SAMPLE MEDICAID HEALTH PLAN**.  
Your Medicaid ID # is 009999999999.

**Your CCC Plus Medicaid Health Plan**

All of the health plans in CCC Plus must provide your Medicaid health care, long-term services and supports, and over-the-counter medications (when prescribed by a doctor). Each of the health plans has different doctors and health care providers in their networks.

**Changing your health plan during open enrollment**

You can change your health plan for any reason between October 1 and December 31. If you do not take action, you will keep the Medicaid health plan listed above. Outside of the open enrollment period, you can request a health plan change by calling the CCC Plus Enrollment Helpline. These requests require review and approval.

**How to Choose a Health Plan**

1. Make a list of your health care providers and places you get care including hospitals, doctors, specialists, pharmacies, therapists and other health care providers.
2. Use the Enrollment website **ccplusva.com** or call the Enrollment Helpline at **1-844-374-9159** or to see which health plans participate with your health care providers.
3. Review the summary of added benefits in the "CCC Plus Comparison Chart" that came with this letter to see which added benefits may help you. The limits and rules related to added benefits are available online or by phone.



For more information or questions, call the CCC Plus Enrollment Helpline at **1-844-374-9159** (TTY: 1-800-817-6608), Monday through Friday between 8:30 a.m. to 6:00 p.m. Or go to [cccplusva.com](http://cccplusva.com).

You can share this letter with a family member or someone you trust who knows your healthcare needs.

### **If you have Medicare**

Your Medicare does not need to change. If you have original Medicare or a Medicare Advantage plan, you can choose to keep that plan for your Medicare covered services. You may be able to choose a Dual Eligible Special Needs Plan (D-SNP) for your Medicare coverage if there is one in your area. If you choose a D-SNP run by the same health plan as your CCC Plus Medicaid health plan, your Medicaid and Medicare health benefits will be coordinated. Please see the Dual Special Needs Plan handout in this packet. The **Virginia Insurance Counseling and Assistance Program** (VICAP) provides free, unbiased confidential information and assistance with your Medicare choices. Call them at **1-800-552-3402**.

### **Help From an Advocate**

To speak to an Advocate for help with questions or problems, please call 1-800-552-5019 or TTY 1-800-464-9950, Department for Aging & Rehabilitative Services.

### **Program of All-inclusive Care for the Elderly (PACE)**

If you are age 55 or older and need a higher level of assistance to stay at home, you may qualify for PACE. PACE provides all Medicare and Medicaid benefits, plus some extra services to help eligible seniors who have chronic conditions to live at home. To learn more or see if there is a PACE site near you, go to: [www.pace4you.org/](http://www.pace4you.org/). If you qualify for and enroll in PACE, PACE will replace your current health plan. All services will be provided by PACE.

### **Questions?**

Call the CCC Plus Enrollment Helpline at **1-844-374-9159** (TTY: 1-800-817-6608), Monday through Friday between 8:30 a.m. to 6:00 p.m. Translation services are available.

For individuals enrolled in one of the Developmental Disabilities Waivers, the CCC Plus health plan will only provide coverage for your non-waiver services. Medicaid will continue to provide coverage for your waiver services.

You can also get this information for free in other formats such as large print, audio or online at [cccplusva.com](http://cccplusva.com).

Thank you,

Virginia Department of Medical Assistance Services

**Note:** See your member handbook for a full list of member rights and responsibilities. If we find that you do **not** qualify for Medicaid for past coverage months because you did not report truthful information or changes in your circumstances to your Medicaid eligibility worker, you may have to repay monthly premiums, even if you did not get services during those months.