

VIRGINIA MEDICAID MANAGED CARE QUALITY

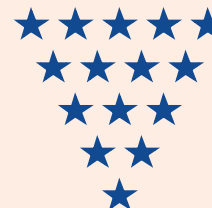
CCC PLUS CONSUMER DECISION SUPPORT TOOL 2021–2022

Comparing Virginia Medicaid Managed Care Organizations

Choosing a managed care organization (CCC Plus MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid CCC Plus MCO. This tool shows how well the different CCC Plus MCOs provide care and services in various performance areas. The ratings for each area summarize how the CCC Plus MCO performs on a number of related standards.

Key

Highest Performance
 High Performance
 Average Performance
 Low Performance
 Lowest Performance



CCC Plus MCO	Accreditation Level	Overall Rating*	Doctors' Communication	Access and Preventive Care	Behavioral Health	Taking Care of Children	Living With Illness
Aetna	Accredited	★★★★	★	★★★★	★★★★	★★★★★	★★★★★★
HealthKeepers	Accredited	★★★★	★★★★	★★★★	★★★★★	★★★★★★	★★★★★★
Molina**	Accredited	★	★★★★	★★	★	★★	★
Optima	Accredited	★★★★★	★★★★★★	★★★★	★★	★★★★	★
United	Accredited	★★★★	★★	★★★★	★★★★	★★	★★★★★★
VA Premier	Accredited	★★★★★★	★★★★★★	★★★★★★	★★★★★★	★★★★	★

*This rating includes all categories, as well as how the member feels about their MCO, their MCO's customer service, and the healthcare they received.

**Formerly Magellan.

What is Measured in Each Performance Area?

Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctors
- Doctors involve the family in their child's care

Access and Preventive Care

- Members get the care they need, when they need it
- Members get screenings and tests for cancers and illnesses
- Members get the right medicines and services

Behavioral Health

- Members with behavioral health conditions get the follow-up care and medicines they need

Taking Care of Children

- Children get regular checkups and important shots that help protect them against serious illness
- Children on antipsychotics get the checkups they need

Living With Illness

- Members living with conditions, like asthma, diabetes, high blood pressure, and COPD, get the care they need by getting tests, checkups, and the right medicine

Choosing a Medicaid Managed Care Organization

Your health care is important, and choosing the CCC Plus MCO that best meets your needs is also important. Here are some questions to ask yourself before you pick a CCC Plus MCO:

- How well did each CCC Plus MCO perform in each performance area in this tool?
- Which CCC Plus MCO has all or most of the doctors, providers, and hospitals that my family member visits?
- Which CCC Plus MCO has doctors with office hours and locations that are convenient for my family member?
- Which CCC Plus MCO offers extra services that I want to use?

You may have other questions or concerns that are important to you. You can contact the CCC Plus MCOs using the information below. They can tell you which doctors are available to you and what extra services they offer. You can also call the **CCC Plus HelpLine** at 1-844-374-9159. HelpLine staff can answer your questions and help you decide which CCC Plus MCO is best for you and your family.

CCC Plus MCO	Contact Information
Aetna Better Health of Virginia (Aetna)	1-855-652-8249 www.aetnabetterhealth.com/virginia
HealthKeepers, Inc. (HealthKeepers)	1-855-323-4687 www.anthem.com/vamedicaid
Molina Complete Care (Molina)	1-800-424-4524 www.MCCofVA.com
Optima Health (Optima)	1-888-512-3171 www.optimahealth.com/plans/community-care
UnitedHealthcare of the Mid-Atlantic, Inc. (United)	1-866-622-7982 www.uhccommunityplan.com/va
Virginia Premier Health Plan, Inc. (VA Premier)	1-877-719-7358 www.virginiapremier.com

Information as of September 2021



For More Information:

Visit the Virginia Department of Medical Assistance Services online at: www.dmas.virginia.gov and Virginia's CCC Plus Medicaid Managed Care online at: www.cccplusva.com.

About This Tool

The 2021–2022 Virginia CCC Plus MCO Consumer Decision Support Tool utilizes results from Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®). Calendar year 2020 data were used to derive 2021 reporting year rates. This report was compiled by Health Services Advisory Group, Inc. (HSAG) in collaboration with the Department of Medical Assistance Services (DMAS).

About the Accreditation Levels

Accreditation levels as of September 2021 are based on compliance with the National Committee for Quality Assurance's (NCQA's) rigorous requirements and the MCOs performance on HEDIS® measures. The highest level of accreditation an MCO can receive is Accredited, followed by Provisional. For more information regarding accreditation levels as of September 2021, visit: www.ncqa.org/wp-content/uploads/2020/09/20200915_HPA_Advertising_and_Marketing_Guidelines.pdf.