



COMMONWEALTH of VIRGINIA  
*Department of Medical Assistance Services*

May 19, 2018

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

Dear John Q Sample:

**Welcome to Commonwealth Coordinated Care Plus (CCC Plus)!**

You will soon be enrolled in CCC Plus, Virginia Medicaid's new, required managed care program. Medicaid is working with health plans to provide health coverage to CCC Plus members across Virginia. The health plans are also called Managed Care Organizations (MCOs). Below is the health plan that has been chosen for you and the date your coverage starts:

Your CCC Plus Medicaid health plan is **Sample Medicaid Health Plan**.  
Your coverage will begin **July 1, 2018**. Your Medicaid ID # is 009999999999.

**Your CCC Plus Medicaid Health Plan**

All of the health plans 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. Your health plan will also assign a Care Coordinator to you. This is a person you can call for help to get the care you need.

**Choose your health plan**

You know your health care needs best. If you want another health plan than the one named above, you can choose a different one. For coverage that begins **July 1, 2018**, you must change your plan by **June 18th**. If you do not take action by **June 18th**, you will keep the Medicaid health plan we chose for you. You cannot choose to "opt out" of CCC Plus and stay in Medicaid Fee for Service. Your enrollment into CCC Plus is required.

**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. Call the Enrollment Helpline **1-844-374-9159** or use the Enrollment website **ccplusva.com** to see which health plans participate with your health care providers.
3. If you have an important health care provider that does not participate with the health plan you are interested in, call your health care provider to see if they are willing to work with that CCC Plus health plan.
4. Review the health plan added benefits in the "CCC Plus Comparison Chart" that came with this letter to see which added benefits may help you.

To choose a health plan, call the CCC Plus 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, choose your health plan online at **ccplusva.com**.

Your health plan will send you a health plan ID card. It does **not** replace your plastic Medicaid ID card. Keep your Medicaid card. Show all Medicaid, Medicare and other insurance cards when you get care.



**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 or you may be able to choose a Dual Eligible Special Needs Plan (D-SNP) for your Medicare coverage. A D-SNP is a Medicare Advantage plan. It works with your CCC Plus Medicaid health plan. 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. If you are enrolled in a D-SNP, you will have no premiums or co-pays for doctor or specialist visits. You may have co-pays for prescription drugs.

Some of the CCC Plus health plans already offer D-SNPs in some counties and cities in Virginia. If the CCC Plus health plan you are enrolled in does not offer a D-SNP now, they will contact you once their D-SNP is in your area.

To find a D-SNP in your area:

- call the Virginia Insurance Counseling and Assistance Program (VICAP) at 1-800-552-3402, or
- call 1-800 MEDICARE (1-800-633-4227) (TTY 1-877-486-2048), or
- go to [www.medicare.gov/find-a-plan](http://www.medicare.gov/find-a-plan)

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**.

**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 your Medicare and Medicaid benefits, plus some extra services to help eligible seniors who have chronic conditions to live at home. To learn more about PACE go to: [www.PACE4you.org](http://www.PACE4you.org). The website also has a "PACE Finder" to help you find out if there is a PACE site in your area. If you qualify for and enroll in PACE, you will be "disenrolled" (dropped) from your CCC Plus health plan.

**Questions?**

Call the CCC Plus 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 Medicaid services. Medicaid will continue to provide coverage for your waiver services.

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

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:** 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.