



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. These 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 999999999999.

Your CCC Plus Medicaid Health Plan

All of the health plans must provide your Medicaid health care, long-term services and supports, and prescription drug benefits. 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 a different health plan than the one named above, you can choose another one. For coverage that begins **July 1, 2018**, you must change your plan by the **June 18th**.

If you do not take action before **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 at **1-844-374-9159** or use the Enrollment website **cccplusva.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 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, choose your health plan online at **cccplusva.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 both cards when you get care.

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. 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 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 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.

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.