






# VIRGINIA MEDICAID MANAGED CARE QUALITY































## CCC PLUS CONSUMER DECISION SUPPORT TOOL 2020–2021

### 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  | Medication Management  |
|-----------------------|---------------------|--|---|--|--|--|
| Aetna                 | Accredited          |   |  |   |   |   |
| Anthem                | Accredited          |   |   |   |   |   |
| Magellan (now Molina) | Accredited          |   |  |   |   |   |
| Optima                | Accredited          |   |   |   |   |   |
| UnitedHealthcare      | Accredited          |   |   |   |   |   |
| VA Premier            | Accredited          |  |  |  |  |  |

\*This rating includes all categories, as well as how the member feels about their MCO and all the health care they received.

### 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 breast cancer screenings
- Members get the right medicines and services

#### Behavioral Health

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

#### Medication Management

- Members get the medicines they need
- Members on certain medicines get the tests they need

## 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 an 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  |
|---|--|
| <b>Aetna Better Health of Virginia (Aetna)</b>                            | 1-855-652-8249<br><a href="http://www.aetnabetterhealth.com/virginia">www.aetnabetterhealth.com/virginia</a>               |
| <b>Anthem HealthKeepers Plus (Anthem)</b>                                 | 1-855-323-4687<br><a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>                                 |
| <b>Magellan Complete Care of Virginia (Magellan)<br/>(now Molina)</b>     | 1-800-424-4524<br><a href="http://www.mccofva.com">www.mccofva.com</a>   |
| <b>Optima Health Community Care (Optima)</b>                              | 1-888-512-3171<br><a href="http://www.optimahealth.com/plans/community-care">www.optimahealth.com/plans/community-care</a> |
| <b>UnitedHealthcare Community Plan of Virginia<br/>(UnitedHealthcare)</b> | 1-866-622-7982<br><a href="http://www.uhccommunityplan.com/va">www.uhccommunityplan.com/va</a>                             |
| <b>Virginia Premier Elite Plus<br/>(VA Premier)</b>                       | 1-877-719-7358<br><a href="http://www.virginiapremier.com">www.virginiapremier.com</a>                                     |

Information as of November 2020



### For More Information:

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

### About This Tool

The 2020–2021 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 2019 data were used to derive 2020 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 November 2020 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. Interim accreditation is for new MCOs. For more information regarding accreditation levels as of November 2020, visit: [www.ncqa.org/wp-content/uploads/2020/09/20200915\\_HPA\\_Advertising\\_and\\_Marketing\\_Guidelines.pdf](http://www.ncqa.org/wp-content/uploads/2020/09/20200915_HPA_Advertising_and_Marketing_Guidelines.pdf).