

[Medicaid Commonwealth Coordinated Care Plus](#)

Commonwealth Coordinated Care Plus (CCC Plus) Website and Helpline

Effective June 1, 2023, Medicaid members enrolled in Commonwealth Coordinated Care Plus (CCC Plus) and Medallion 4.0 will use a **new website** to choose a Medicaid health plan, learn about benefits, and search for in-network providers. The website, VirginiaManagedCare.com, will replace the existing CCCPlusva.com website and is organized in a familiar manner. As of June 1, 2023, CCCPlusva.com will automatically redirect members to the new website going forward.

The **new Enrollment Helpline** is [1-800-643-2273](tel:1-800-643-2273) (TTY: [1-800-817-6608](tel:1-800-817-6608)). The Helpline hours remain the same: Monday – Friday, 8:30 a.m. to 6 p.m. Members will be re-directed automatically during this transition.

Cardinal Care

On January 1, 2023, Virginia's Medicaid program transitioned to Cardinal Care, a new brand that encompasses all health coverage programs for all Medicaid members. To learn more about Cardinal Care, including answers to Frequently Asked Questions, visit the [Cardinal Care Transition page](#).

Overview

Commonwealth Coordinated Care Plus (CCC Plus) is a Medicaid managed long-term services and support program that serves over 260,000 individuals throughout the Commonwealth of Virginia. CCC Plus uses an integrated delivery model, across a comprehensive range of health services, to assist members with complex care needs. Enrollment in the program is required for qualifying individuals, who benefit from the person-centered care management program. CCC Plus strives to improve health care quality, access and efficiency for its members through contracted managed care organizations, also known as health plans.

Who Participates in CCC Plus?

CCC Plus includes Medicaid members who:

- Are 65 or older
- Are children or adults with disabilities (ABD Medicaid coverage groups)
- Receive Medicare benefits and full Medicaid benefits (dual eligible)
- Receive Medicaid long-term services and supports (LTSS) in a facility or through one of the home and community-based (HCBS) waivers. Individuals enrolled in the Community Living, the Family and Individual Support, and Building Independence waivers, known as the Developmental Disabilities (DD) waivers, are enrolled for their non-waiver services only. DD waiver services are covered through Medicaid fee-for-service.
- Are medically complex (have a medical or behavioral health condition and a functional impairment)

Special Populations

Medicare Advantage Dual Eligible Special Needs Plans

If you are eligible for or have Medicare, you can choose a Dual Eligible Special Needs Plan (D-SNP) for your Medicare health 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, the health plan will coordinate your Medicaid and Medicare health benefits. 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.

Resources

- [Member DSNP-FAQ 2024](#)
- [Member DSNP-FAQ 2024 - Spanish](#)
- [CCC Plus and DSNP Sample Health Plan Cards](#)

► For more information go to: www.dmas.virginia.gov/for-members

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