

# 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](https://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](http://www.dmas.virginia.gov/for-members)

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