

Magellan Complete Care of Virginia
 CCC Plus Added Benefits for 2020

Please call the phone number listed with the added benefit to get services. If no phone number is listed, please call Member Services at 1-800-424-4524 (TTY 711) from 8 a.m. to 8 p.m. local time for help.

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Dental (for adults)	Dental coverage. Routine, preventive and limited restorative services. Dental services offered through DentaQuest. Call MCC of VA Member Services at 1-800-424-4524 (TTY 711) for assistance.	Eligibility: Members age 21 and over Limits: Maximum benefit of \$550.00; includes one cleaning and oral exam every six months, one x-ray per year, fluoride treatment, treatment for periodontal disease, sedation for routine procedures (with authorization), and limited restorative	Criteria: N/A
Vision Services (for adults)	Extra vision services offered through VSP. Call MCC of VA Member Services at 1-800-424-4524 (TTY 711) for assistance.	Eligibility: Members age 21 and over Limits: Up to \$150 allowance every two years for: eyeglasses, limit of one pair of eyeglasses (lenses / frames) every two years, or contact lenses, limit one pair of contact lenses every two years	Criteria: Active prescription from a participating provider

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Sports Physicals	MCC of VA will cover up to \$65 for an annual sports physical performed by your PCP.	Eligibility: Children ages 10-18	Criteria: Must be performed by PCP.
Adult Physicals	MCC of VA will reimburse your doctor for your routine physicals.	Eligibility: Members age 21 and over.	Criteria: Must be performed by PCP.
Bicycle Helmet	MCC of VA will provide one bicycle helmet per year for kids under 18.	Eligibility: Children under 18.	Criteria: N/A
Transitions of Care for Foster Children	Foster Children entering a new home will get a backpack to help ease their transition. Backpacks may include: <ul style="list-style-type: none"> • Teddy Bear (age 5 or younger) • Drawing supplies/School supplies • Journal 	Eligibility: Foster children.	Criteria: N/A

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Transitions of Care for Adults	<p>Incarcerated adults and adults with frequent or avoidable emergency room utilization will receive a backpack of personal items to help ease their transition. Backpacks may include:</p> <ul style="list-style-type: none"> • Personal Hygiene Items • Community Resource Guides • Area Maps • Pill box 	<p>Eligibility: Adults who have been incarcerated or adults who have been identified as having frequent or avoidable emergency room visits.</p>	<p>Criteria: N/A</p>
Tracfone/Cell Phone	<p>Smart phones for members, including pregnant women who do not have one to provide appointment reminders and health/safety text messages. Our maternal health Care Coordinators maintain open and frequent communication with high-risk pregnant women to capitalize on our care management approach.</p> <p>Smart phones include:</p> <ul style="list-style-type: none"> • 1,000 free minutes each month • 1 GB of data each month • Unlimited text messaging <p>Available through SafeLink (www.safelink.com).</p>	<p>Eligibility: Any member in accordance with Lifeline criteria;</p> <p>Limits: One phone per household</p>	<p>Criteria: For instructions on how to apply visit https://mccofva.com/cc-plus/for-members/my-plan/safelink-wireless-phone/.</p>

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Complete Care Counts	<p>Reward card program that promotes self-care and personal responsibility by rewarding individuals for participating in healthy behaviors, like:</p> <ul style="list-style-type: none"> • Completing an HRA with your Care Coordinator • Quitting smoking • Getting annual physicals • Going to regular doctor visits if you are pregnant <ul style="list-style-type: none"> ○ At least 3 prenatal ○ At least one visit done in the 1st trimester ○ 1 postpartum visit • Attending a follow-up appointment with your PCP within 7 days of hospital discharge. 	<p>Eligibility: All members, caregivers;</p> <p>Limits: \$50 per goal, loaded onto “reloadable” debit cards that members can use to purchase health-related services and supplies</p>	<p>Criteria: N/A</p>
Enhanced Over-the-Counter Products	<p>MCC of VA will pay \$50 per quarter for enhanced over-the-counter (OTC) products. Includes expanded list of OTC products commonly prescribed.</p>	<p>Eligibility: All members</p> <p>Limits: Includes, but is not limited to, products such as acetaminophen, ibuprofen, and various vitamin/combinations not covered by the Commonwealth’s Pharmacy Manual and Covered Services</p>	<p>Criteria: Active prescription from a participating provider</p>

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
On to Better Health	<p>Emotional issue assistance via a website that includes:</p> <ul style="list-style-type: none"> • A screening tool to help identify issues • Information, tools and videos to help with physical and behavioral health conditions • Digital therapy modules to help with: <ul style="list-style-type: none"> ○ Anxiety ○ Insomnia ○ Depression ○ Substance use ○ Obsessive-compulsive disorder ○ Chronic pain <p>Some modules are available via smart phone app.</p>	<p>Eligibility: All members, family and caregivers</p> <p>Limits: None</p>	<p>Criteria: N/A</p>
Smoking Cessation	<p>CLICKOTINE® uses personalized plans and messaging to help individuals stop smoking. CLICKOTINE includes telephonic and web-based proactive coaching and support.</p> <p>After completing one month of the smoking and tobacco cessation program, members receive a \$15 pre-paid gift card incentive. When members self-report they have met the goal of two months with no tobacco use, they will receive a \$15 gift card reward</p>	<p>Eligibility: All Members</p>	<p>Criteria: Members who smoke or are at risk for smoking</p>

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Environmental Modifications	Up to \$1,500 in physical modifications to your home or vehicle for your safety and to help you function with greater independence. Requires prior authorization.	<p>Eligibility: Available to all members except members covered by CCC Plus Waiver</p> <p>Limits: Lifetime benefit cap \$1,500</p>	<p>Criteria: Physical adaptations to a member's primary residence or primary vehicle necessary to ensure the member's healthy, safety, or welfare, or which help the member to function with greater independence</p>
Magellan Community Connections – (Aunt Bertha)	Web-based, interactive and searchable directory of community based and social service organizations to support member awareness and access to local Virginia community-based services.	<p>Eligibility: All members, family and caregivers</p> <p>Limits: None</p>	<p>Criteria: N/A</p>
Home Delivered Meals – (PurFoods)	Freshly made, home-delivered meals enable members, many of whom live alone, to recover without worry about nutritional requirements, food shopping, or meal preparation.	<p>Eligibility: Members leaving a nursing facility or hospital, family caregivers, and homebound members</p> <p>Limits: three meals per day for up to five days for members and up to one family members</p>	<p>Criteria: Discharge from hospital or skilled nursing facility; homebound members may require referral to a nutrition specialist, at the discretion of the Care Coordinator</p>

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Personal Care Attendant Support	This support includes services that members need to be able to stay at home. Personal care provides help with activities of daily living (ADLs). These include things like bathing, dressing, eating and preparing meals. It also helps with instrumental activities of daily living (iADLs) like running errands and light housework.	<p>Eligibility: Available to members not meeting waiver level of criteria;</p> <p>Limits: 20 hours per year, post discharge</p>	Criteria: A finding of medical necessity
Caring for Caregivers Program	Virtual workshops and other educational tools supporting the needs and health of caregivers	<p>Eligibility: Caregivers of members</p> <p>Limits: Six session web- based program</p>	Criteria: N/A