

163-ROCKBRIDGE-BUENA VISTA-LEXINGTON DSS  
20 E PRESTON ST  
LEXINGTON, VA 24450



COMMONWEALTH of VIRGINIA  
*Department of Medical Assistance Services*

Date

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 the CCC Plus Medicaid managed care program. Medicaid is working with health plans to provide health coverage to CCC Plus members across Virginia. Below is your health plan and the date your coverage starts:

Name	Coverage Begin Date	CCC Plus Medicaid Health Plan	Medicaid ID
John Q Sample	Date	SAMPLE MEDICAID HEALTH PLAN	009999999999

The health plan listed above will send you a welcome packet in the mail that has information about the health plan, the services offered, as well as your **Health Plan ID card**. Please take your **Health Plan ID card** and your **Medicaid ID card** with you when you get health care.

You can stay with this health plan, or you can choose a different health plan, if you want. Each of the health plans has different doctors and health care providers in their networks.

**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. Use the **Enrollment website [cccplusva.com](http://cccplusva.com)** or call the Enrollment Helpline at **1-844-374-9159** (TTY: 1-800-817-6608) weekdays 8:30AM to 6:00PM to see which health plans participate with your health care providers or to change your health plan.
3. Review the health plan added benefits in the "CCC Plus Comparison Chart."



You can change health plans:

- In the first 90 days after you become a CCC Plus member
- Once a year during open enrollment
- At other times if approved by the Department of Medical Assistance Services

### **Your CCC Plus Medicaid Health Plan**

Your health plan will assign a Care Coordinator to you. This is a person you can call for help to get the care you need. Your enrollment is consent for the health plan to call you. You have the right to tell your health plan not to call you.

Your health plan will call you for a health screening to ask questions about your medical conditions and your ability to do everyday things. It is very important that you complete the screening. Please keep your phone number and address up to date with your Medicaid Eligibility Worker.

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.

### **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 Medicare and Medicaid benefits, plus some extra services to help eligible seniors who have chronic conditions to live at home. To learn more or see if there is a PACE site near you, go to: [www.pace4you.org/](http://www.pace4you.org/). If you qualify for and enroll in PACE, PACE will replace your current health plan. All services will be provided by PACE.

### **Help From an Independent Advocate**

If you would like to speak to an Advocate that can help you with questions, concerns or problems, please call 1-800-552-5019 or TTY toll-free 1-800-464-9950, Office of the State Long-Term Care Ombudsman, Department for Aging & Rehabilitative Services.

You can share this letter with someone you trust 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](http://cccplusva.com).**

**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.