

Magellan Complete Care of Virginia
 CCC Plus Added Benefits for 2019

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
Enhanced Over-the-Counter Products	Enhanced Over-The-Counter (OTC) Products. Includes expanded list of OTC products commonly prescribed.	Eligibility: All members; Limits: Includes, but is not limited to, products such as glucosamine with/out chondroitin, fish oil, saliva substitute, skin/wound products, psyllium, fleet prep kits, and various vitamin/combinations not covered by the Commonwealth's Pharmacy Manual and Covered Services	Criteria: Active prescription from a participating provider
Environmental Modifications	Environmental Modifications.	Eligibility: Available to all members except members covered by CCC Plus Waiver; Limits: Lifetime benefit cap \$1,500	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

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Home Delivered Meals – (PurFoods)	Home Delivered Meals Program. Freshly made, home-delivered meals enable members, many of whom live alone, to recover without worry about nutritional requirements, food shopping, or meal preparation.	Eligibility: Members leaving a nursing facility or hospital, family caregivers, and homebound members; Limits: three meals per day for up to five days for members and up to three family members	Criteria: Discharge from hospital or skilled nursing facility; homebound members may require referral to a nutrition specialist, at the discretion of the Care Coordinator
Personal Care Attendant Support	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.	Eligibility: Available to members not meeting waiver level of criteria; Limits: 20 hours per year	Criteria: N/A
Short-term Respite Care	Short Term Respite Care. This benefit provides temporary relief and support to families and caregivers	Eligibility: Non-waiver members; Limits: Up to eight hours annually, requires prior authorization	Criteria: N/A

Added Benefit	Services and Limits	Qualifying Members	Approval Criteria
Dental (for Adults)	<p>Dental Coverage. Routine, Preventive, and Limited Restorative Services.</p> <p>Dental services offered through DentaQuest. Call MCC of VA Member Services at 1-800-424-4524 (TTY 711) for assistance.</p>	<p>Eligibility: Members, 21 years of age or older; Limits: Maximum benefit of \$1,500.00; 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</p>	<p>Criteria: N/A</p>
Vision Services (for Adults)	<p>Vision services.</p> <p>Vision services offered through VSP. Call MCC of VA Member Services at 1-800-424-4524 (TTY 711) for assistance.</p>	<p>Eligibility: Age 21 and over. Limits: Up to \$150 for eyewear 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</p>	<p>Criteria: Active prescription from a participating provider</p>
Boys and Girls Club	<p>Boys and Girls Club Membership. Eligibility: Members, ages 6 to 18; Limits: None</p>	<p>Eligibility: Members, ages 6 to 18; Limits: None</p>	<p>Criteria: N/A</p>
Caring for Caregivers Program	<p>Caring for Caregivers Program. Virtual workshops and other educational tools supporting the needs and health of caregivers</p>	<p>Eligibility: Caregivers of members; Limits: Six session web-based program</p>	<p>Criteria: N/A</p>

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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 available through SafeLink (www.safelink.com).</p>	<p>Eligibility: Any member in accordance with Lifeline criteria; 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>
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; Limits: None</p>	<p>Criteria: N/A</p>
Comfort Items	<p>Comfort Items. Eligibility: Children in foster care and adoption assistance; Limits: One stuffed animal.</p>	<p>Eligibility: Children in foster care and adoption assistance; Limits: One stuffed animal</p>	<p>Criteria: N/A</p>

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Financial Management Support	Financial Management Support. Includes a financial health assessment and self-paced program on key positive financial behaviors.	Eligibility: Available to all members participating in waiver programs, including adult members, parents of children, and legal representatives of children and/or adults; Limits: None	Criteria: N/A
Magellan Community Connections – (Aunt Bertha)	Magellan Community Connections. 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.	Eligibility: All members, family and caregivers; Limits: None	Criteria: N/A
PillPack Pharmacy	PillPack Pharmacy. Personalized PillPacks contain member medications that are sorted and packaged into individual dose packs, delivered by postal service, and organized by date and time.	Eligibility: All Members; Limits: None	Criteria: Active prescription from a participating provider
Supported Employment	Supported Employment.	Eligibility: Available to all members participating in waiver programs with the exception of the ID, DD and DS Waivers; Limits: Annual cap of 10 hours of job search activities and two job placements	Criteria: N/A

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Complete Care Counts	Complete Care Counts. Reward card program that promotes self-care and personal responsibility by rewarding individuals for participating in healthy behaviors.	Eligibility: All members, caregivers; Limits: \$50 per goal, loaded onto “reloadable” debit cards that members can use to purchase health-related services and supplies	Criteria: N/A
Smoking Cessation	Smoking Cessation. CLICKOTINE® uses personalized plans and messaging to help individuals stop smoking. CLICKOTINE includes telephonic and web-based proactive coaching and support.	Eligibility: All members; Limits: 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	Criteria: Members who smoke or are at risk for smoking