



Choosing or Changing a Virginia Medicaid Managed Care Organization (MCO)

Choosing a Managed Care Organization (MCO)

Within the first two months of being approved for Medicaid/FAMIS coverage, most Medicaid/FAMIS enrollees are automatically enrolled in an MCO. Enrollees who were automatically assigned to an MCO can change to a different MCO within the first 90 days of becoming enrolled in an MCO.

Medicaid/FAMIS Program	When an Enrollee can Change MCOs	Phone Number to Change MCOs	Website to Change MCOs
FAMIS	Annual Renewal	Cover Virginia (1-855-242-8282)	
New Adult Coverage: Medallion 4.0	November 1 – December 31	Managed Care HelpLine (1-800-643-2273)	www.virginiamanagedcare.com
FAMIS Plus, Low-Income Families with Children (LIFC), or Former Foster Care youth (FFC)	Regional Open Enrollment Period <i>(To see when Open Enrollment takes place in your region, go to www.virginiamanagedcare.com/learn/open-enrollment)</i>	Managed Care HelpLine (1-800-643-2273)	www.virginiamanagedcare.com
Commonwealth Coordinated Care Plus (CCC Plus)*	October 1 – December 18 <i>(coincides with Medicare Open Enrollment)</i>	CCC Plus HelpLine (1-844-374-9159)	www.cccplusva.com

**If a Medicaid/FAMIS enrollee has special or complex medical needs, s/he will be enrolled in an MCO program called Commonwealth Coordinated Care Plus (CCC Plus) that helps coordinate the enrollee's care. Otherwise the person is enrolled in an MCO through the Medallion 4.0 program.*

To see which healthcare providers participate with a particular MCO, Medallion 4.0 enrollees can check out the Integrated Provider Search Tool on www.virginiamanagedcare.com. To get to the Integrated Provider Search Tool, hover over **Choose (Find health plans and providers)** on the homepage. When the drop-down menu appears, select "Find a Provider."

A CCC Plus enrollee must use the Integrated Provider Search tool on www.cccplusva.com. S/he should hover over **Choose (Find health plans and providers)** on the homepage, Select "Find a Provider" from the drop-down menu.

Questions? Email signupnow@vhcf.org, or call 804-828-6062.