

## Frequently Asked Questions – Parents, Group Homes, and Organizations

Questions	Answers
<b>Medical Services</b>	
What if the child has an emergency?	Call 911 or go to the nearest hospital emergency room. For non-emergencies call the 24-hour nurse helpline or make an appointment with his/her primary care physician (PCP).
How do I find out if a service is covered?	Refer to the member guide or call the MCO member services number on the back of the card.
Will the child’s providers continue to be able to see the child once transitioned to managed care?	The providers must be in-network with the MCO in which the child is enrolled. The MCOs have a large network of primary care and specialty providers. The child’s social worker may need to request a change in MCO to keep same provider.
<b>Prescriptions</b>	
How do I obtain a prescription refill that was covered under regular (fee-for-service) Medicaid?	Provide the pharmacist with both the Medicaid and MCO card. The MCO shall honor existing prescription authorization until a medical review by the MCO is completed.
What if the pharmacist tells me that the prescription is not covered by the MCO when it was previously covered under regular Medicaid?	Have the pharmacy contact the MCO Pharmacy Helpdesk for additional information and assistance: 800-774-8481
Will medications for the child continue to be covered when they transition to an MCO?	Medications covered under regular Medicaid will be covered for a period of time under the MCO. The time varies among MCOs but all cover at least one month. If the medication is not part of the MCOs drug formulary, the MCO physician will review and make the most appropriate referral to a similar drug on their formulary. It is ultimately the decision of the child’s social worker and the physician to determine which medication is best. If the child continues to receive a drug which is not on the MCO formulary, it may not be covered.
<b>Managed Care Providers</b>	
What if a newborn has not been assigned to a doctor?	The parent/caretaker should call the MCO member services number.
What if the child’s doctor is not in the MCO network?	The parent/caretaker should call the MCO member services number. The child’s case worker/social worker may need to request change in MCO to keep same provider.
How do we get a referral to another doctor?	The child does not need a referral to see another doctor in their MCO’s network. Depending on the service, the doctor may need to obtain a service authorization from the MCO.
<b>Transportation</b>	
How do I coordinate transportation to an appointment?	Call the MCO transportation services in advance to schedule. Children residing in group homes are transported by the group home provider.

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<b>Managed Care and Medicaid Cards</b>	
How can the doctor be changed on the Managed Care Organization (MCO) card?	Parent/caretaker calls the MCO member services number on the back of the card.
How do I obtain a replacement Medicaid card (blue and white Commonwealth of Virginia card)?	Contact the child’s social worker to request a replacement card. The replacement card can be issued through the local department of social services eligibility worker. The adoptive parent may request a replacement from the local department of social services eligibility worker directly.
How do I obtain a replacement MCO card?	Contact the MCO member services number to request a new card.
How many MCO choices are there in the Virginia?	There are currently six MCOs that cover the state but not all MCOs are available in every area. Effective 10/1/13 there will be seven MCOs that operate across the state.
How do I find out which MCOs cover my localities?	For list of MCOs by locality visit: <a href="http://www.dmas.virginia.gov/Content_atchs/mc/mc-mdl2_area7.pdf">www.dmas.virginia.gov/Content_atchs/mc/mc-mdl2_area7.pdf</a>
<b>Eligibility and Changing MCOs</b>	
How does a child in foster care change MCOs?	The child’s social worker calls the Managed Care Helpline: 800-643-2273
How does a child who is adopted change MCOs?	The adoptive parent calls the Managed Care Helpline: 800-643-2273
Do I need to alert the new MCO of any upcoming appointments that were scheduled when the child was under regular Medicaid?	Yes. You should contact your MCO to notify them of upcoming appointments.
Can a youth at the age of 18 and over living in an Independent Living Center make the change of his/her own MCO?	Youth who are 18 and older and who live in an Independent Living Center can make decisions to change managed care plans, however not all youth may understand the process. This will be a decision between the youth and their social worker.
Can the pre-assigned MCO be selected by the social worker?	The pre-assignment to managed care is a random process. The MCO can be changed during the pre-assignment period by the child’s social worker. The adoptive parent can make the change directly for their child(ren). Call the Managed Care HelpLine: 800-643-2273
If I enroll our adopted child into a private health insurance plan, will the child's Medicaid eligibility end?	No. Private health insurance coverage must be reported and a claim must be filed with that insurance prior to billing Medicaid. If the child is in managed care, they will transition back to regular Medicaid as long as they continue to meet Medicaid eligibility requirements.