



Virginia Department of Medical Assistance Services

It's time to choose a Managed Care Organization (MCO)

Are you ready?

You/your family may be enrolled in a MCO effective July 1, 2012.

What is a Managed Care Organization (MCO)?

An MCO is an organization that offers health care coverage through a group of doctors, hospitals, and specialists that work together to give you the care you need.

Soon you will receive a letter telling you to choose a MCO. What should you do?

DO NOT IGNORE THE LETTER. Follow the steps listed in the letter. You must call the Managed Care Helpline at 1-800-643-2273 by June 18 to tell them which MCO you want. If you do not call, you/your family will be enrolled in the MCO listed in the letter effective **July 1, 2012.**

Which MCO is best for you/your family?

The most important thing to consider is which MCOs your doctor/hospital/pharmacy accepts. Call your doctors to ask them which MCOs they accept. That will help you decide which MCO is best for you/your family.

When your MCO enrollment packet arrives, what should you do?

When your MCO ID cards arrive, check to make sure the information is correct. If you need to change your Primary Care Physician (PCP) or have questions, contact the Member Services number listed on the ID card. You can also call the Managed Care HelpLine at 1-800-643-2273 if you have questions.

Don't wait until you/your family needs care to check your ID Cards to see if they are correct. It could delay you/your family's care.

If you have questions about you/your family's Medicaid eligibility, contact your eligibility worker at the local Department of Social Services.

If you have a change of address, or any change that may affect your Medicaid eligibility, you must contact your DSS eligibility worker. Failure to do so may result in your coverage being canceled. This includes your MCO coverage.