

Fact Sheet – DMAS HelpLine
Far Southwest Managed Care Expansion

- **On July 1, 2012, Amerigroup, Anthem, MajestaCare, CareNet, Optima and Virginia Premier will be administering health care services to Medicaid and FAMIS managed care eligibles in the following localities.**

021	Bland	720	Norton
520	Bristol	167	Russell
027	Buchanan	169	Scott
035	Carroll	173	Smyth
051	Dickenson	185	Tazewell
640	Galax	191	Washington
077	Grayson	195	Wise
105	Lee		

- **On April 30, 2012 MEDALLION is ending for the localities listed above. Members will be placed in FFS Medicaid until pre-assigned to one of the six MCOs. On July 1, 2012 these managed care eligible members will be enrolled in one of the six MCOs.**
- **MCO, MEDALLION, CMM, and Fee-for-Service providers calling for contracting and credentialing information about the MCO network should be referred to the following:**

Amerigroup Community Care	1-800-231-8076 or 1-703-286-3792
Anthem HealthKeepers Plus offered by HealthKeepers Inc.	1-540-853-5077
Southern Health CareNet	1-866-240-4345, Ext 6739
MajestaCare-A Health Plan of Carilion Clinic	1-540-986-2402
Optima Family Care	1-804-510-7434
Virginia Premier Health Plan	1-800-727-7536, Option 6

- **DMAS Managed Care pre-assignment letters are being mailed end of May for the following groups:**

New eligibles to FSW region and previous MEDALLION members

Member calls by June 18, effective July 1
Member calls after June 18, effective August 1
90 day trial period ends September 30, 2012

- **Questions about choosing a MCO plan, managed care information, 90 day trial period, enrollment, comparison charts or DMAS letter received:**

For Medicaid, call the Managed Care Helpline at 1-800-643-2273, (TDD# 1-800-817-6608) or refer to Managed Care Website at www.virginiamanagedcare.com. For FAMIS, call the FAMIS Helpline at 1-866-873-2647 for assistance with choosing an MCO.

- **Questions from members about changing doctor on their MCO card:**

Refer to member's MCO's Member Services Department on card; listed below:

Amerigroup	1-800-600-4441
Anthem Healthkeepers	1-800-901-0020
Carenet	1-800-279-1878
MajestaCare	1-866-996-9140
Optima Family Care	1-800-881-2166
Virginia Premier	1-888-338-4579

- **General questions about expansion:**

Refer callers to DMAS website, Expansion Materials, Managed Care Home Page at http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.

- **Question about new Open Enrollment effective date:**

Open Enrollment for FSW will be 2013; OE letters go out end of April 2013; members call MC Helpline May/June for effective date July 1, 2013 (same as TID OE).

- **Question about comparison chart for Far SW:**

New comparison chart created for this region named FSW 0412. New charts will be mailed with pre-assignment letters end of May 2012. Charts may be viewed and downloaded from DMAS website at http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx.

- **Questions from current and previous Client Medical Management members in Far SW region:**

Some individuals in FSW CMM will transition into MCO effective 7/1/12. For CMM issues prior to 7/1/12, refer CMM members to 1-888-323-0589. For CMM members newly assigned to MCO after 7/1/12, refer to Managed Care HelpLine at 1-800-643-2273.

- **Questions from members wanting to know if their provider participates with a particular MCO:**

Refer callers to contact their provider directly to verify MCO participation. Medicaid individuals can call the Managed Care HelpLine at 1-800-643-2273. FAMIS members can call the FAMIS Helpline at 1-866-873-2647.

- **Specific questions not addressed on DMAS website:**

Refer callers to Pam Lewis MC unit at 804-692-0270.

- **Some members will be new to managed care and may request exemption from managed care:**

Refer callers to Managed Care HelpLine at 1-800-643-2273.

- **Some new MCO members will receive Pre-Assignment Letters at the end of May. They have been on MEDALLION/FFS and now want to know why they have to go into managed care and pick a MCO:**

Refer callers to Managed Care Helpline at 1-800-643-2273.