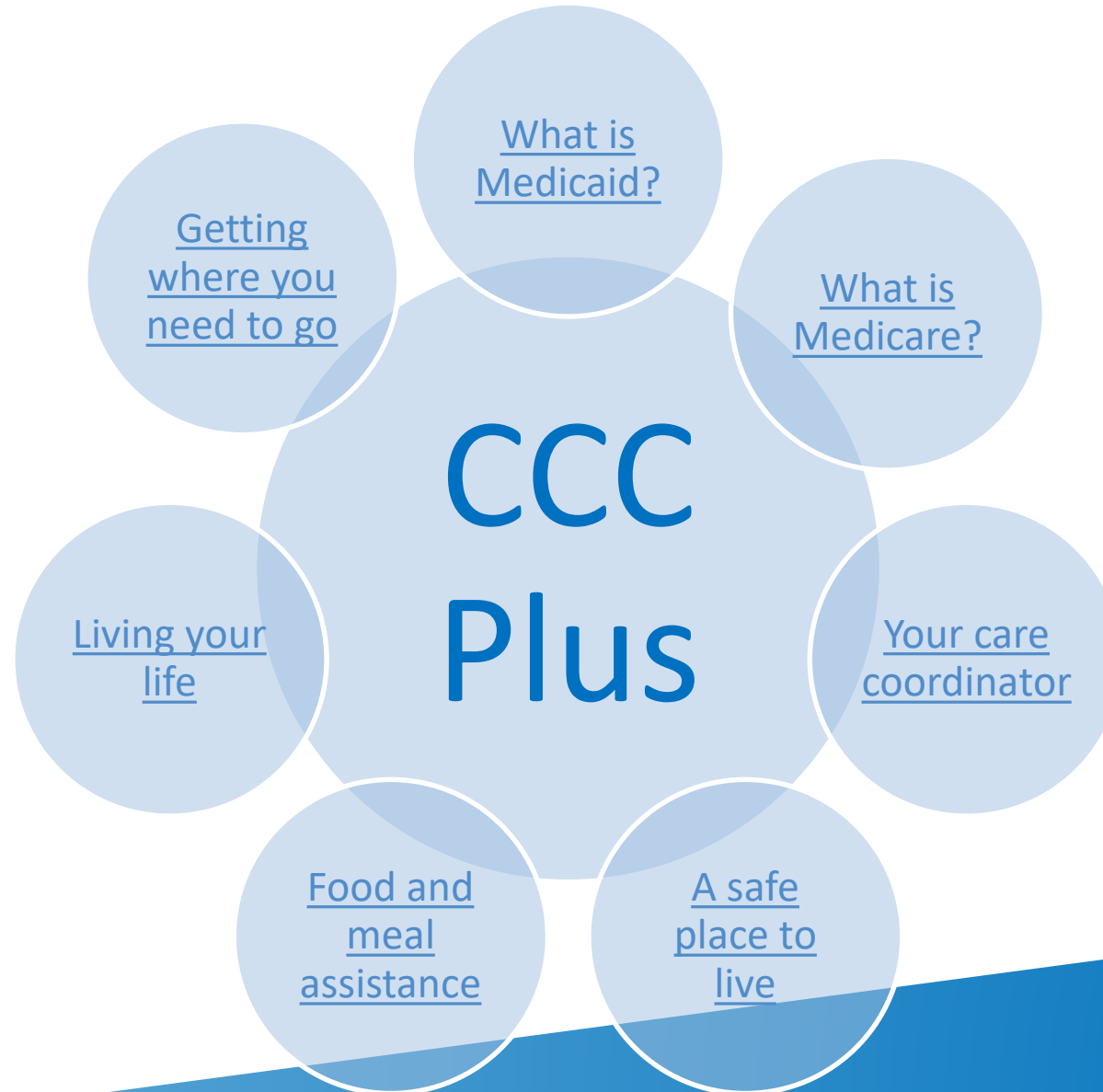


Anthem Commonwealth Coordinated Care Plus (CCC Plus)

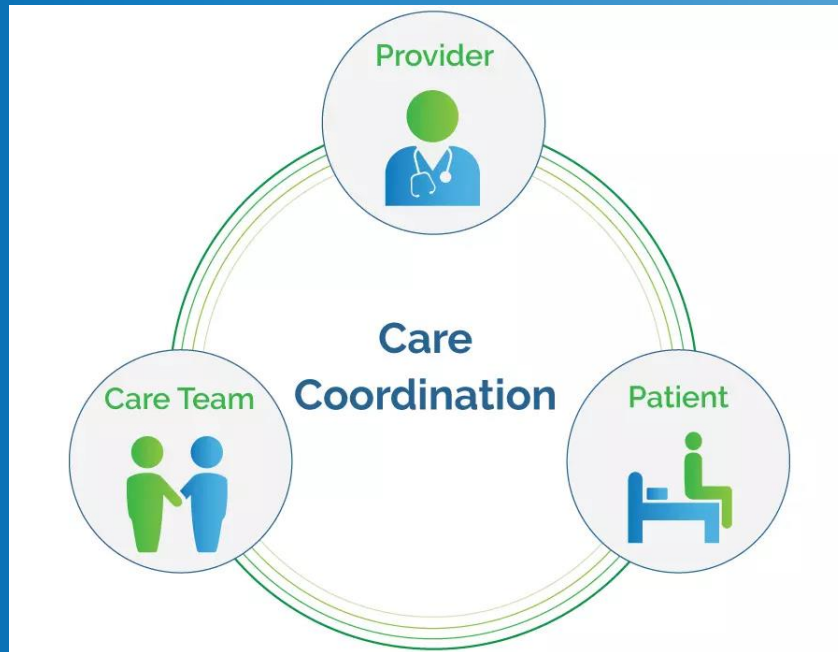


Understanding Anthem CCC Plus



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

What is CCC Plus?



- Virginia's health insurance program for people with Medicaid who need extra help managing their care.
- Goal: to provide care focused on **you**
- Includes medical, behavioral health and long-term services and supports
- Care coordinators help you plan your care and solve problems
- Better communication between your providers
- Help with basic needs like food and a safe place to live
- Extra benefits like dental visits, rides to the doctor and free eye glasses



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

Who's eligible?



- Virginians who are 65 and older
- Adults and children with disabilities
- People living in nursing facilities
- People who need help to live in the community and have the CCC Plus waiver
- Individuals receiving any of the 3 developmental disability waivers
- Participation is mandatory for eligible members



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

The CCC Plus waiver



- For Virginians who need help living independently in the community
- If you qualify based on a home visit from the local Department of Social Services (DSS), the cost of personal care services in your home is waived
- Services include adult day care, personal assistance services, respite care, assistive technology, environmental modifications and transition services



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

Extra benefits for Anthem CCC Plus members

- Two dental exams and cleanings, plus one set of X-rays per year
- Glasses every year (lenses and frames)
- One hearing exam and up to \$1,000 for hearing aids, unlimited visits for fitting and 60 hearing aid batteries each year
- Rides to places of worship, grocery stores, the library, the DMV, hair salons and community activities near you
- \$50 for assistive devices and \$50 for walker or wheelchair accessories, mailed right to your door
- Smartphone with monthly data, minutes and texts, plus free calls to Member Services and health coaching
- Anthem Community Resource Link to search for jobs, food, housing and other resources near you
- HEPA-grade air purifier (prior approval required)



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

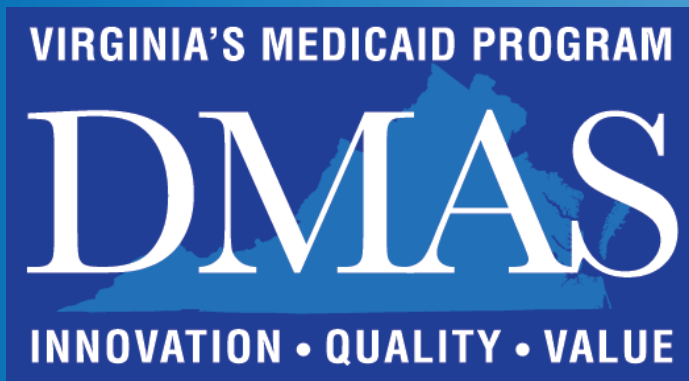


Anthem® HealthKeepers Plus
Offered by HealthKeepers, Inc.

What is Medicaid?



Medicaid



- Provides health insurance for Virginians who meet income and other eligibility guidelines
- The Virginia Department of Medical Assistance Services (DMAS) decides who receives Medicaid and what services they receive



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

Who's eligible?

- Must live in Virginia as a legal resident
- Children, pregnant women and adults with family income (before taxes and deductions) within the newly-expanded [Medicaid limit](#)
- Children in foster care (automatically eligible) or adoption assistance



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)



Virginians covered by
Medicaid/CHIP



1 in 8 Virginians rely
on Medicaid

1 in 3 Births
covered in Virginia

2 in 3 Nursing facility
residents are supported by
Medicaid

Medicaid is primary payer
for **Behavioral
Health** services

50% of Medicaid
beneficiaries are children

62% of Long Term
Services & Supports
spending is in the
community

How to apply

To apply for Medicaid:

- Visit the [CommonHelp website](#)
- Call Cover Virginia at
1-855-242-8282
(TDD 1-888-221-1590)
- Mail, fax or go in person to your
local DSS office

You'll find out if you qualify within 45 days for most applications. You'll be notified if more information is needed.



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

How to renew or switch



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

To renew your Medicaid benefits:

- Reapply every year the same way you did the first time
- If you don't, you may lose your benefits
- Make sure to keep your address up-to-date with your local DSS

To switch plans within your first 90 days:

- Visit the [CommonHelp website](#)
- Download the Virginia Medallion Medicaid mobile app
- Call Cover Virginia



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

What is Medicare?

[HOME](#)



MEDICARE HEALTH INSURANCE

Name/Nombre

JOHN L SMITH

Medicare Number/Número de Medicare

1EG4-TE5-MK72

Entitled to/Con derecho a

HOSPITAL (PART A)

MEDICAL (PART B)

Coverage starts/Cobertura empieza

03-01-2016

03-01-2016

Medicare

Provides health insurance for most U.S. citizens and some immigrants who are:

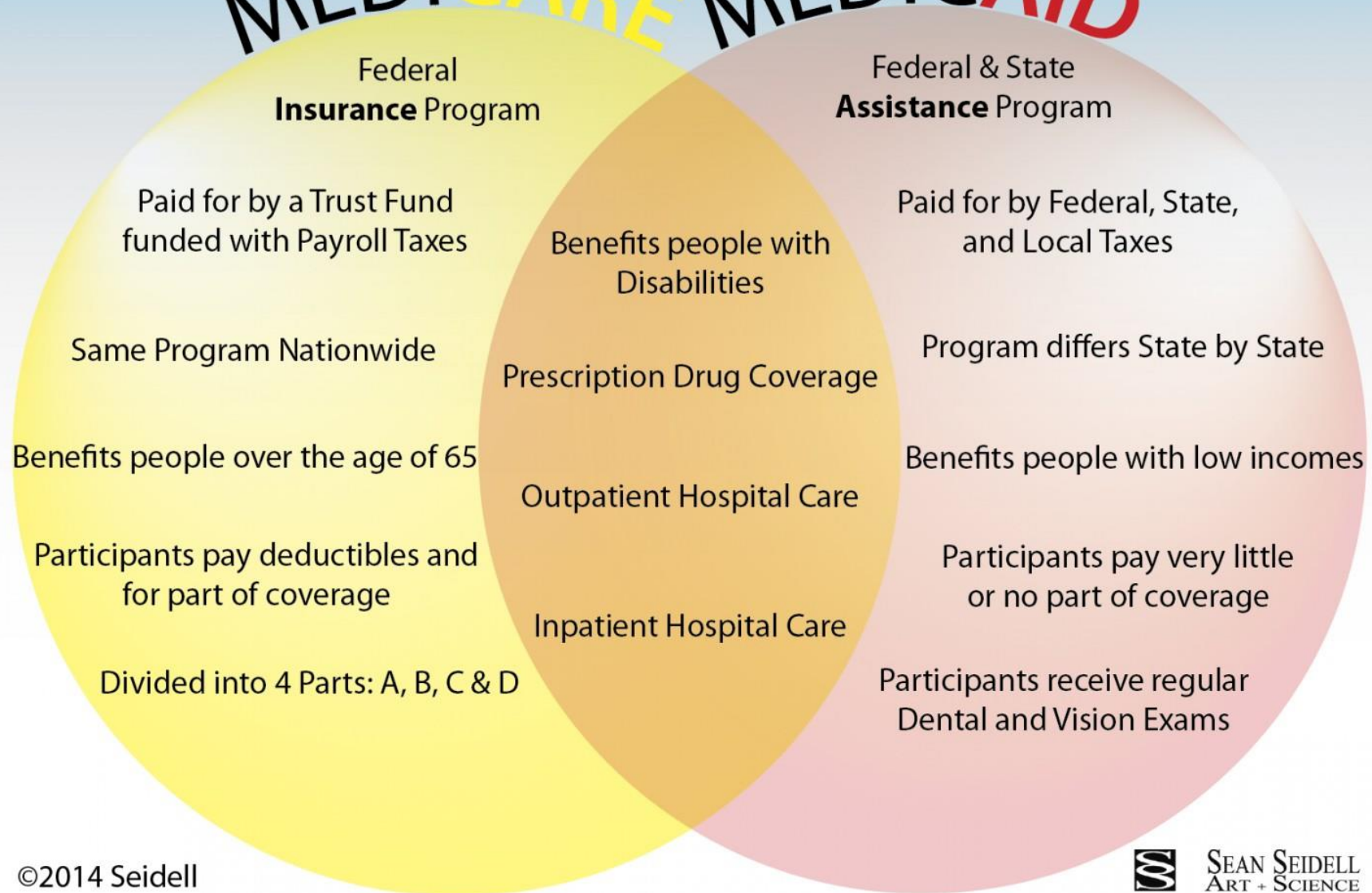
- Age 65 and over
- Younger people with certain disabilities
- On kidney dialysis



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

MEDICARE MEDICAID



©2014 Seidell

Source: medicare.gov, hhs.gov, medicaid.gov, healthcare.gov



SEAN SEIDELL
ART + SCIENCE

<http://www.seanseidell.com>

The ABC's of Medicare

PART A

Hospital Coverage

inpatient care in hospitals, including critical access and long-term care hospitals

PART B

Medical Coverage

doctors' services and outpatient care when medically necessary

PART C

Medicare Advantage Plans

includes all of Parts A + B as well as extra benefits

PART D

Prescription Drug Coverage

available in standalone plans or as part of Medicare Advantage



Dual Eligible Special Needs Plans (DSNPs)

- Designed to cover services not covered by CCC Plus for those who qualify for both Medicaid and Medicare
- Having the same health plan for Medicaid and Medicare makes coordinating benefits much easier
- There are other ways you can have Medicare coverage (remember your ABCs)
- Our DSNP Plan is called MediBlue Dual Advantage



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

I can get both Medicare and Medicaid (Duals)

Dual-eligible members where Anthem only covers CCC Plus Medicaid benefits



Anthem
CCC Plus
Medicaid

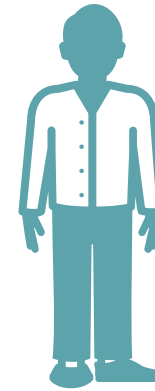


Medicare from
another DSNP
health plan

or



Traditional Medicare



I can get both Medicare and Medicaid (Duals)

Dual-eligible members where Anthem covers both of the benefits



MediBlue Dual
Advantage
Medicare

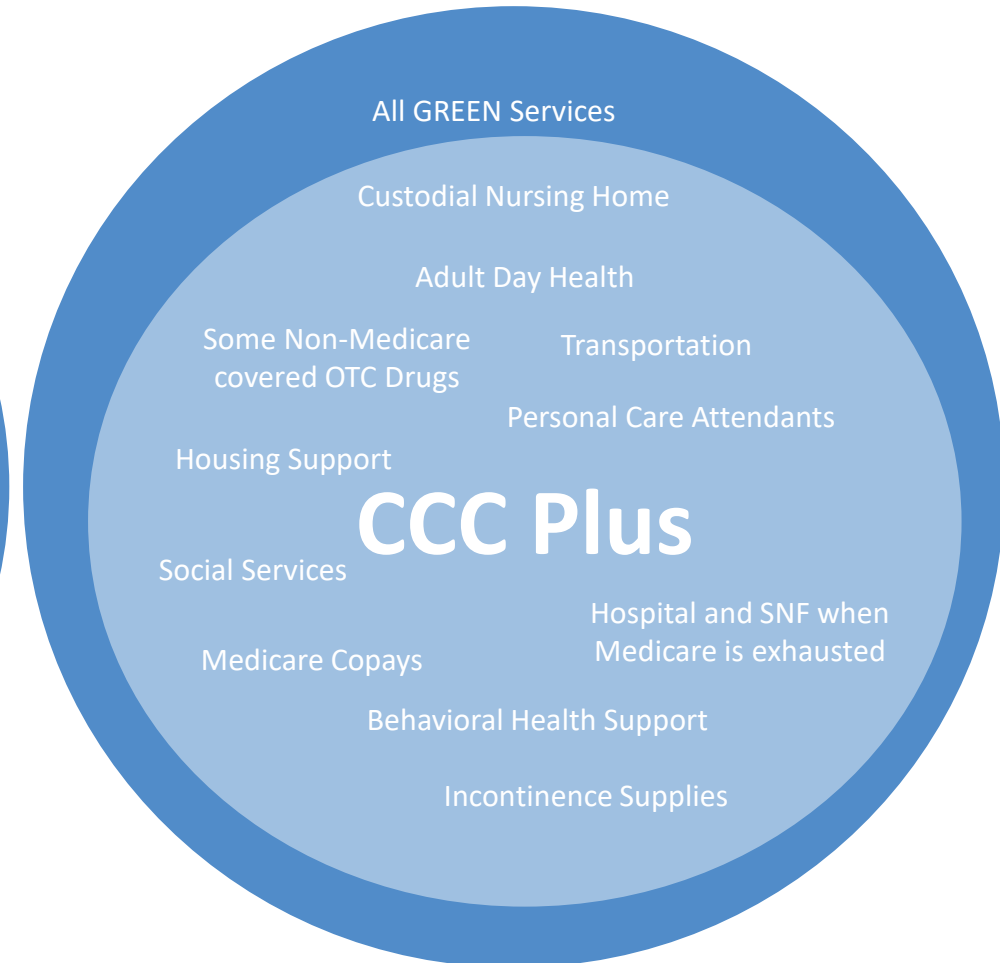


Anthem CCC Plus
Medicaid



One company
One phone number

DSNP and CCC Plus



Why choose us as your Medicare plan?

- Extra benefits, just for you
- One team to work with
- Easier to coordinate with all your doctors
- Prescription drugs are included, so one less card to remember



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

DSNP enrollment

- Enrolling in our DSNP plan is easy.
- Dual eligible CCC Plus members can enroll at any time.
- Just call 1-855-558-1434



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Your care coordinator
Here to help



[HOME](#)

What is a Care Coordinator?

- A nurse or social worker assigned to help you
- Listens to your goals and creates a plan to help you reach them
- Helps you manage your medical conditions
- Helps you use and understand your insurance benefits
- Help you find community resources
- Makes sure everyone who supports you can work together to help you



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

What do I do?



You go to a pharmacy and the pharmacist says your insurance won't pay for your medicine.

What do you do?
Call your care coordinator.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

What do I do?



You get a letter from the insurance company and you don't know what it means.

What do you do?
Call your care coordinator.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

What do I do?



You just left your doctor's office, and you did not feel they listened to you. You want to find a new doctor.

What do you do?
Call your care coordinator.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

Your care coordinator can also help you with basic needs like:



Food and water



Clothing



A safe place to live



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Food and meal assistance



[HOME](#)

We can help you

- Get rides to farmer's markets and grocery stores (up to 12 round trips each year)
- Plan your meals and budget
- Make sure you have healthy food to eat
- Find tools and resources, like recipes and tips for healthy eating on a budget or help finding a food pantry near you
- Enroll in programs you may qualify for like Meals on Wheels, FeedMore or adult day centers if you need help cooking or eating



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

Tips and tricks

- Save time and money by making a weekly meal plan that shares common ingredients
- Supplement your grocery budget with staples from your local food pantry
- Use your EBT card at farmers' markets that double your money



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

A safe place to live

[HOME](#)

We can help you:

- Find new housing
- Modify your current housing
- Make your home safer
- With other housing-related needs

Contact your care coordinator.
They'll help you get the
resources you need.



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Making your home more accessible

Environmental modifications

[HOME](#)

What is an environmental modification (EMOD)?

- Modifications made to your main home or car to make it safer or more accessible
- To qualify, a modification must have a medical benefit and help you function with greater independence
- Available to CCC Plus waiver members
- \$5,000 maximum per fiscal year (July 1 through June 30)
- Contact your care coordinator to request modifications.
They'll set up a meeting with you to discuss your needs.
You may need your doctor to complete a form stating the modification is necessary.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

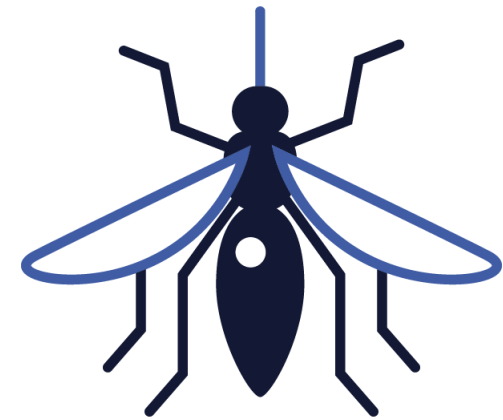
[HOME](#)

Pest control services

- CCC Plus provides some pest control services, like routine and bed bug extermination services
- If you need pest control services, contact your care coordinator. They may need to visit your home to identify specific needs.

Quick tips for pest prevent:

- Remove trash, especially food
- Don't leave dirty dishes out
- Tightly close all food containers



Other resources

- Non-profits
- No Wrong Door Virginia
- Call 2-1-1
- Your local Department of Social Services Office (DSS)
- Your local Community Service Board (CSB)
- Your local housing authority office



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Living your life

[HOME](#)



Adult day centers



- Located throughout the state
- Free rides to and from your home
- Get professionally prepared meals
- Take field trips and classes, play games and meet new people
- Have help with health screening, personal care and medication
- For CCC Plus members who need personal care assistance, are experiencing memory loss or are limited in independent functioning



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

We can help with money management, too

- Create a budget or spending plan
- Apply for programs like food stamps, social security and medical assistance if you qualify
- Check into food pantries in your neighborhood
- Look into energy assistance programs if you qualify for Supplemental Security Income (SSI) and food stamps
- Look for income-based housing
- Ask your doctor for samples and join discount prescription programs
- Look into school meal programs to see if your child may qualify for free or reduced lunch





Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.



Getting you where you need to go

[HOME](#)

Non-emergency rides



- We use Southeastrans (SET) to coordinate our transportation benefits
- As a CCC Plus member, you get rides to appointments, the pharmacy and community events and activities
- If you have an emergency, call 911, not SET
- We provide safe, clean and timely transportation to routine medical appointments, including wheelchair and handicapped-accessible vans, stretcher vans and taxis
- SET also provides overnight travel, lodging and gas reimbursement
- As an extra benefit for CCC Plus members, you also get 12 trips to community events and locations, like libraries, places of worship and the DMV each year



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

Rides in your community



- We offer rides to non-medical activities like community and educational events as an extra benefit for CCC Plus members
- These rides are available every day from 8 a.m. to 5 p.m.
- You get three round trips every three months, and no more than 12 trips each year. In cities, a round trip cannot exceed 30 miles. In rural locations, a round trip cannot exceed 60 miles.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)

How to set up your ride

- Call SET once you make an appointment to setup your ride. Remember your care coordinator can help!
- Make a reservation by calling SET at 1-855-325-7581 (TTY 711) or visiting their website and registering for an account — it's easy! Then you can just log in to request a trip. Send an email to isupport@southeastrans.com if you need help.
- Remember to write down your trip ID in case you run into any problems



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

[HOME](#)



Anthem. HealthKeepers Plus
Offered by HealthKeepers, Inc.

Thank you.

Have questions?

[HOME](#)