



Helping you manage all the moving pieces

Health care can be overwhelming, so we're here to help you stay on top of it. Follow this chart to help you choose a health plan for your Commonwealth Coordinated Care Plus (CCC Plus) benefits.

START HERE.



Do you have Medicaid and:

- Have Medicare, too?
- Live in a nursing facility?
- Get long-term services and supports?
- Are aged, blind or disabled?
- Get care through any of the Developmental Disability waivers?

If you checked any of the boxes above ...



Did you get a letter from the Department of Medical Assistance Services (DMAS) about enrolling in CCC Plus?

No

Yes



Are you happy with the health plan the state gave you?

No

Yes



Did you get a second letter from DMAS confirming your health plan choice?

No

Yes



You still have time to switch plans by calling 1-844-374-9159 (TDD 1-800-817-6608).

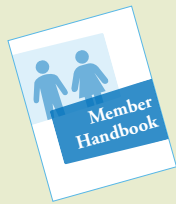
Each region has a different start date. Check below to see when you'll start CCC Plus:

If you live in this region...	CCC Plus starts on...	Look for your letter in...
Tidewater	August 1, 2017	Mid-June
Central	September 1, 2017	Mid-July
Charlottesville/Western	October 1, 2017	Mid-August
Roanoke/Alleghany	November 1, 2017	Mid-September
Southwest	November 1, 2017	Mid-September
Northern/Winchester	December 1, 2017	Mid-October
Statewide, if you're:		
<ul style="list-style-type: none"> • A current Commonwealth Coordinated Care member • Aged, blind or disabled 	January 1, 2018	Mid-November

If your favorite doctors aren't in your plan or you have questions about your benefits, you can switch plans. Call the CCC Plus Helpline at 1-844-374-9159 (TDD 1-800-817-6608) or go to www.cccplusva.com by the date listed in your letter to choose, and tell them you want the Anthem HealthKeepers Plus Commonwealth Coordinated Care Plus (Anthem CCC Plus) plan.



Check when you got your first enrollment letter. You should get your confirmation letter before your start date. If you don't get your confirmation letter before your start date, call 1-844-374-9159 (TDD 1-800-817-6608).



Did you get your new member packet or ID card?

Yes

Are you happy with the primary care provider (PCP) listed on your ID card?

Yes

Did your care coordinator get in touch with you to set up a home visit after you signed up?

Yes

Do you have more questions?

No



Congratulations!
You're all set to start using your benefits.

No

Call your health plan and ask for them. Find your health plan information at www.dmas.virginia.gov > Commonwealth Coordinated Care Plus (MLTSS) > Members.

No

To change your PCP:

- Go to your health plan's website.
- Call your health plan's Member Services team.

No

Call your care coordinator at the number on your ID card or call your health plan.

Yes

Have the Anthem CCC Plus plan? Call us at 1-855-323-4687 (TTY 711) or go to www.anthem.com/vamedicaid. If you have another plan, call the CCC Plus Helpline at 1-844-374-9159 (TDD 1-800-817-6608) or your health plan.



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

The Anthem HealthKeepers Plus team has been taking care of Virginians with Medicaid for over 20 years.

We can take care of you, too!



Call toll free for translation or oral interpretation at no cost/Llame a la línea gratuita para servicios de traducción o interpretación sin cargo: 1-855-323-4687 (TTY 711).

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