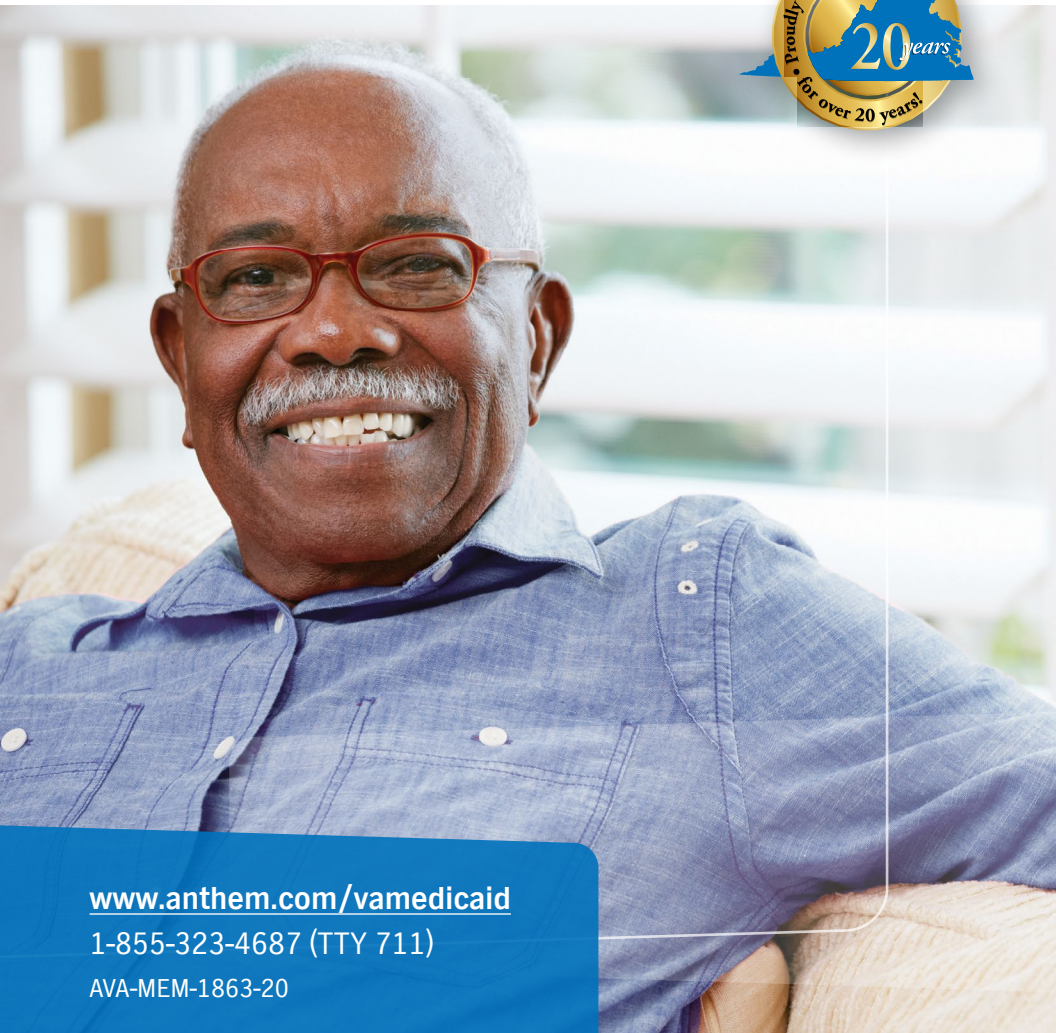




**Anthem.** HealthKeepers Plus  
Offered by HealthKeepers, Inc.

# Getting started with Commonwealth Coordinated Care Plus



[www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid)

1-855-323-4687 (TTY 711)

AVA-MEM-1863-20

# Welcome to your Anthem HealthKeepers Plus Commonwealth Coordinated Care Plus (Anthem CCC Plus) plan.

We're glad you're our member. This interactive booklet will help you learn how to use your health plan for your Commonwealth Coordinated Care Plus (CCC Plus) benefits and services. Use the table of contents below and underlined links to take you where you need to go. Be sure to look for any buttons which may offer extra information to help you get started. For more details, check your [member handbook](#).

**CCC Plus is a Medicaid-only plan and is a Commonwealth of Virginia health program. If you have Medicare, your Medicare plan will not be impacted or changed.**

**For Medicare questions, call 1-855-548-2647.**

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# Getting started

- Look for your Anthem CCC Plus [member ID card](#) in the mail. You'll use it to go to the doctor, get prescriptions and in case of an emergency.
- Go to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) to register for your secure online account, find doctors in our plan and read your member handbook. We can send you a copy of your member handbook by mail free of charge.
- Complete your **health screener**. It's a short questionnaire that helps us determine how we can best get you the care you need.

## Carry all of your ID cards with you

If you have Medicare, be sure to carry your Medicare ID card, too. That's the card you'll use for doctor and hospital visits. Your CCC Plus ID card will be used for the benefits your Medicare plan doesn't cover.

# Going to the doctor

Your primary care provider (PCP) is listed on your [ID card](#). This is your main doctor who will help you get regular medical care. Remember to set up a visit soon after signing up with us. To find, choose or change your PCP:

- Go online to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) and use our [Find a Doctor](#) tool or provider directory to find doctors and specialists near you.
- Call us at **1-855-323-4687 (TTY 711)**.

**If you have Medicare, you'll choose your PCP from your Medicare plan.** Your PCP will appear on your Medicare ID card. Be sure to let us know who you choose so we can coordinate with your Medicare doctors.



## Tell us about your health

As a new member, your care coordinator will help you fill out a [health assessment](#). It's a questionnaire that will help us connect you to care and doctors that fit your needs.

# Your care coordinator

As a new member, you'll be assigned a care coordinator to work with you to help you get care and services you need. Your care coordinator will:



Offer support and resources to help you get the care you need.

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Help you get prescriptions filled and order over-the-counter drugs.

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Schedule doctor visits and help you get a ride there.

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Design a care plan just for you and update it if your needs or preferences change.

## Have questions? We're a call away.



Can't get in touch with your care coordinator or have questions after hours? Just call us at **1-855-323-4687 (TTY 711)**, and select option 4 to connect to the 24/7 Care Coordination Line.

Care coordinator name: \_\_\_\_\_

Care coordinator phone number: \_\_\_\_\_



# Your medicines

You get covered over-the-counter and prescription drugs at no cost. You'll just need to use pharmacies in our plan. The **Preferred Drug List (PDL)** is a list of drugs doctors use to prescribe your medicines. If you need a drug that is not on our PDL, it may be on our **formulary** — the list of all the drugs we will pay for. You may need to get prior approval from us for some drugs.

To find out if a drug is on our PDL or formulary:

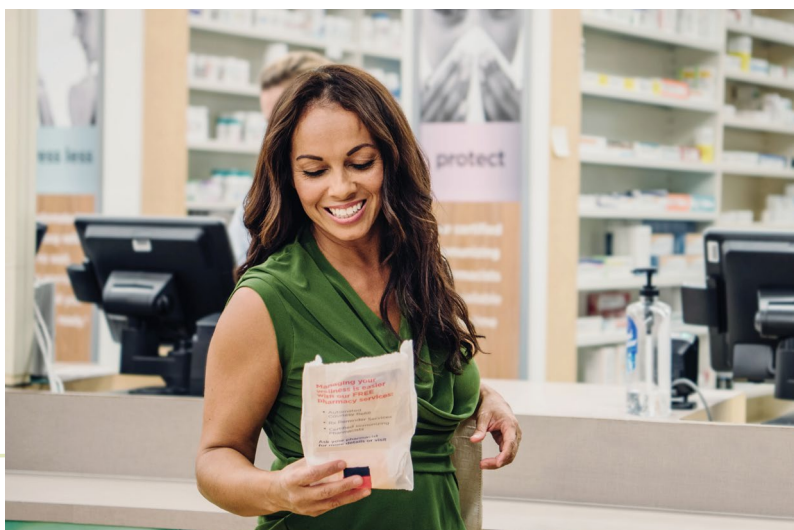


Visit [mss.anthem.com/va/benefits/pharmacy-benefits](https://mss.anthem.com/va/benefits/pharmacy-benefits).



Call Pharmacy Member Services at **1-833-235-2027 (TTY 711)**.

To find drug stores in our plan, use our **Find a Doctor** tool. For more information, be sure to read your member handbook.



# Getting care

## Know where to go: emergency room versus urgent care

Urgent care	Emergency room
Used to treat situations that aren't life-threatening	Used for true <b>medical emergencies</b>
Doctors and nurses usually have access to X-rays and labs onsite	Handle trauma, X-rays, surgical procedures and other <b>life-threatening situations</b>
Most are open late at night, on weekends, holidays — and without the long wait of the ER	Open 24/7, but often with long waits depending on medical priority
Visit an urgent care for: <ul style="list-style-type: none"> <li>• Throwing up, diarrhea and stomach pain</li> <li>• Minor burns and cuts</li> <li>• Flu and cold</li> <li>• Coughs and sore throat</li> </ul>	<b>Call 911</b> or go to the nearest hospital <b>emergency room (ER)</b> for: <ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Trouble breathing</li> <li>• Severe bleeding</li> <li>• Bad burns</li> <li>• Loss of consciousness</li> </ul>

**Talk to a nurse 24 hours a day, seven days a week, even on holidays.**

If you're not sure if you're having an emergency, call the 24/7 NurseLine at **1-855-323-4687 (TTY 711)**. The nurse will help answer your questions and get you the care you need.



Go online to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) and use our **Find a Doctor** tool to find urgent care centers we work with. Knowing where to go is important.

# Programs and benefits

With us, you get all your regular benefits, plus some extras. For a full list of your benefits, be sure to check your member handbook or go online to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid).

## Regular benefits:



Many doctors, hospitals and specialists to choose from near you

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Prescription and over-the-counter medicines

---



Home health or nursing facility services

---



Rides to appointments and drugstores

---



24/7 NurseLine to talk with registered nurses

---



Vision care and dental services for members under 21



## Extra benefits, just for you:

- **Rides** to health and wellness activities near you.  
Please refer to page 6 for more information about transportation benefits.
- **Adult hearing** — one exam, \$1,000 for hearing aids and 60 batteries per year
- **Preventive dental care** for members over 21\*
- **Annual eye exam and \$100 for glasses** (lenses and frames) every year for members over 21
- **Meals delivered** to your home after a hospital or nursing facility stay — one meal each day for seven days
- **\$50 worth of assistive devices or walker/wheelchair accessories** mailed right to your door — call Member Services to order
- **Healthy Rewards gift card**, with up to \$50 for completing each activity
- **Smartphone** with monthly data, minutes and texts
- **Coupon book** with over \$1,000 in savings to local stores
- **Air purifier** (prior approval required)
- **Online tools** like [Anthem Community Resource Link](#), **online peer support** and our [Anthem Medicaid mobile app](#) to make keeping track of your benefits that much easier

Find out more at [mss.anthem.com/va/benefits/ccc-plus-medicaid.html](https://mss.anthem.com/va/benefits/ccc-plus-medicaid.html), under **Extra benefits you can really use.**

If you're under 21, you get dental, vision and hearing services as part of your regular benefits. To learn more about dental services for children, call Smiles For Children at 1-888-912-3456.



# Medicare and Medicaid

If you have Medicare and Medicaid, we'll coordinate with your Medicare plan to make sure you get all the services you need. You'll get benefits like doctor visits, prescription drugs and hospital care from your Medicare plan. If you need home and community-based services, you'll get them from us.



**You can choose the same health plan for Medicare and Medicaid.** When you have the same plan for all of your health needs, your benefits work together smoothly.

**For more Medicare questions, call 1-855-548-2647.**

If you get services from any of the **Developmental Disability waivers**, you'll get regular care like prescriptions and checkups with us and your long-term services and supports through the state-supported waiver system.







## We can help you get to the doctor.

We contract with Access2Care (A2C) for all of our transportation benefits. Just give them a call at **1-855-325-7581 (TTY 711)** if you have any questions about transportation.

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For more information, be sure to look in your member handbook or visit [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) and go to the **Schedule a ride** page.

# Get a ride with us.

## We offer no-cost transportation to:

- Medical and dental appointments.
- The drugstore to pick up medication.



**Medical rides** are available anytime.

## As an extra benefit, we also offer nonmedical rides.

We'll get you to health and wellness activities like:

- Places of worship
- Libraries
- Grocery stores
- DMV

**Nonmedical rides** are available seven days a week from 8 a.m. to 5 p.m. You qualify for 12 round trips\* annually or three every three months.

## How to set up your ride

1. To set up your ride, call A2C at least two business days in advance. Remember to write down your confirmation number in case you need to refer to it. If you need an urgent ride the day you're calling, let A2C know. They'll verify your appointment, and we'll work with you to get you where you need to go.
2. Let them know if you have any special transportation needs.
3. Go ahead and schedule a return trip if you know when your appointment will be over. They will pick you up within 30 minutes, but be ready 15 minutes early for your ride. If you don't know how long your appointment will last, just call A2C when it's over.

*\*A round trip is classified as one pickup and one drop-off not exceeding more than 30 miles round trip for urban locations and 60 miles for rural areas.*

## Call A2C if:

1. You want to set up a ride.
2. Your appointment is cancelled or rescheduled.
3. Your ride is late or you have a complaint.
4. You want to drive yourself and get approval for gas reimbursement.



**Have you moved?**

**Have a new phone number?**

## Reporting your changes

Keep your information up to date so you don't miss important messages or lose your benefits.

**Let us know right away!**

**Remember to also tell your local Department of Social Services office about any changes.**

Update your information with us by:

- [Logging in to your secure account](#) on our website.
- Calling Member Services at **1-855-323-4687 (TTY 711)**.



## Renewing your benefits

Don't forget to renew your benefits each year. The state will send you a reminder letter and form before open enrollment each year.

**Make sure you're still eligible for Medicaid.** Fill out the form and return it to your local Department of Social Services. You can also call Cover Virginia at **1-855-242-8282 for help and to renew.**





# Your resources

Check out the following resources available to you:



## Our website

[www.anthem.com/  
vamedicaid](http://www.anthem.com/vamedicaid)

You can do all of this  
online and more!

- Set up your secure account to get updates and information online.
- Read your member handbook.
- Change your PCP.
- Update contact information with us (be sure to call the state, too).
- Find a doctor or specialist or view your region's provider directory.
- Search our Preferred Drug List (PDL).
- Find information about benefits.
- Print your ID card.



## Your Care Plan

Do more online with  
the Your Care Plan  
tool. Just log in to  
your secure account.

- View details about your care, so you're always up to date.
- Find your care coordinator's contact information.
- Send secure messages about diagnoses, goals, medicines, services and more.

## Our Anthem Medicaid

[mobile app](#)

Just search  
"Anthem Medicaid"  
in the app store.

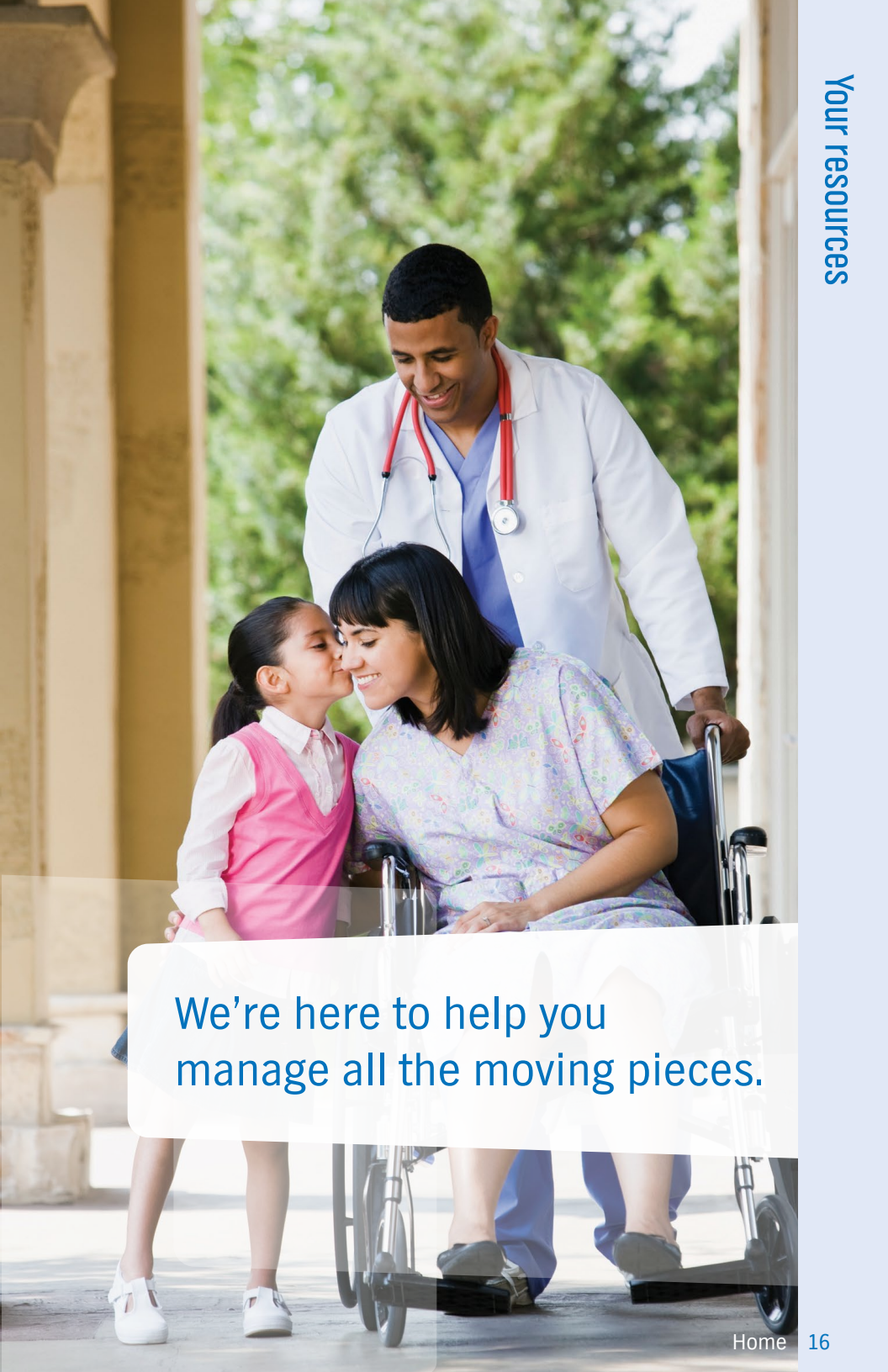
- View your ID card on the go.
- Find doctors near you.



## Member Services

Call us at  
**1-855-323-4687**  
(TTY 711).

- Learn more about your benefits, find or change a PCP, or request a new ID card (select option 1).
- Talk to a nurse on the 24/7 NurseLine anytime (select option 2).
- Learn more about our mental health services (select option 3).
- Connect with your care coordinator (select option 4).



We're here to help you  
manage all the moving pieces.

# Important phone numbers



<b>Member Services</b>	1-855-323-4687 (TTY 711)
<b>Transportation services</b>	1-855-325-7581 (TTY 711)
<b>Care Coordination services</b>	1-855-323-4687 (TTY 711), option 4
<b>Pharmacy Member Services</b>	1-833-235-2027 (TTY 711)
<b>Smiles For Children dental program (DentaQuest)</b>	1-888-912-3456
<b>PCG Public Partnerships, LLC (PPL)</b>	1-833-549-5672, option 2
<b>Cover Virginia</b>	1-855-242-8282
<b>Department of Social Services</b>	1-800-552-3431
<b>Department of Medical Assistance Services (DMAS)</b>	1-804-786-7933 (TTY 1-800-343-0634)
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b> – resources and services to help with employment, quality of life, security, and independence for older and disabled Virginians and their families	1-800-552-5019 (TTY 1-800-464-9950)

## Did you know

Virginia expanded Medicaid on January 1, 2019? More people may now be eligible for no-cost health insurance.

To find out more, visit

[www.chooseanthem.com/va](http://www.chooseanthem.com/va).



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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