Cardinal Care Facts

1. Virginia Medicaid rebranded its programs as Cardinal Care on January 1, 2023.
2. DMAS consolidated the Medallion 4.0 and CCC Plus contracts under a single Cardinal Care Managed Care (CCMC) contract effective October 1, 2023.
3. The Cardinal Care Managed Care (CCMC) contract includes all populations and services historically included in Medallion 4.0 and CCC Plus. It excludes all populations and services historically excluded from managed care.
4. The CCMC contract improves continuity of care and members will no longer transition between the two managed care programs. For example, Medallion 4.0 members transitioning into hospice or long-term services and supports will no longer drop to fee-for-service before re-enrolling in managed care.
5. **CCMC does not make any changes to coverage or services for members.** Members and providers do not need to take any action to enroll in Cardinal Care, and members can stay with their MCO and keep their same doctors.
6. Cardinal Care includes members *currently* served through the Medicaid Family Access to Medical Insurance Security (FAMIS) fee-for-service programs and managed care programs, including Medallion 4.0 and Commonwealth Coordinated Care Plus (CCC Plus).
7. Beginning January 1, 2023, new Cardinal Care ID cards with the Cardinal Care logo were issued for managed care members. DMAS is gradually issuing new fee-for-service (FFS) Cardinal Care ID cards, thus the old blue-and-white Medicaid cards and the green-and-white Plan First cards remain valid for use. *Samples of MCO and FFS ID cards are on the DMAS website.*
8. In January 2023, DMAS launched a single managed care enrollment website: Virginiamanagedcare.com, a single managed care helpline at 1-800-643-2273, TTY: 800-817-6608, and an aligned open enrollment process for managed care members.
9. DMAS and the MCOs will gradually discontinue use of the Medallion 4.0 and CCC Plus program names and will replace with Cardinal Care Managed Care.
10. As of January 1, 2023, our eligibility verification systems (ARS, Medicall, and 270/271 EDI transaction) reflect MCO or fee-for-service enrollment, and no longer list CCC Plus or Medallion 4.0.