

Welcome to MEDALLIONSM



MEDALLION is a Virginia Medicaid managed care program.

Choose a participating primary care provider (PCP) to manage your health care. If you do not choose a PCP, MEDALLION will give you one. This PCP will be named in the letter you get from MEDALLION.

Your primary care provider helps find other health services and specialists when you need them.

When you are sick or want a checkup, you can call your PCP to make an appointment.

These services help find and treat health problems early.

They include:

- ❖ well-baby care
- ❖ well-child care
- ❖ dental care
- ❖ screenings for health problems
- ❖ immunizations (shots)

If you need a primary care provider (PCP) or you have any questions about what MEDALLION covers.

Call 1-800-643-2273 Monday through Friday, 8:30 a.m. to 6:00 p.m.

The call is free and we have interpreter and translator services

Your PCP manages all of your health care.

He or she will:

- ❖ Get to know you and your health care needs.
- ❖ Keep records of your health history.
- ❖ Use this information to help you get the best of care.

Remember:

- ❖ You have 90 days to change your PCP.
- ❖ You can also choose your PCP during open enrollment, which is during December and January (every year) with an effective date of February 1 of each year.

Do not go to another doctor without a referral.

The doctor may:

- ❖ Not treat you
- ❖ Ask for a referral from your PCP
- ❖ Bill you if you insist on care without a referral.



You do not need a referral for:

- ❖ Family planning (birth control)
- ❖ Care related to pregnancy and childbirth
- ❖ Mental health services
- ❖ Emergency services
- ❖ Immunizations
- ❖ Routine eye exams



Virginia Department of Medical Assistance Services

1-800-643-2273

www.viriniamanagedcare.com