

Foster Care Specialty Plan: New Statewide Health Plan for Members in Foster Care, Adoption Assistance, and Former Foster Care

Virginia Department of Medical Assistance Services
& Anthem HealthKeepers Foster Care Specialty Plan

Agenda

- DMAS:
 - Welcome
 - Overview of Medicaid Managed Care
 - Foster Care Specialty Plan (FCSP): Why?
 - Transition to Anthem: Who, When, and How?
- Anthem HealthKeepers Plus:
 - FCSP Introduction
 - What Makes the FCSP Unique?
 - Collaboration with DSS
 - What to Expect After Enrollment
 - Key Anthem Contacts
 - FCSP Value-Added Benefits
- FAQs

Webinar Housekeeping Notes



Attendees' microphones and cameras are off to minimize distractions.



Questions are welcome! Please use the Q&A feature at any time.



We'll address common questions during the FAQ segment.



Additional submitted questions will be answered live at the end, time permitting.



A recording and resources will be shared after the webinar.

Medicaid Program Background

Mission: To improve the health and well-being of Virginians through access to high quality health care coverage.



**Nearly
1 in 4 Virginians**
receive often lifesaving
coverage through Virginia
Medicaid



**More than
730,000 children**
in Virginia are covered
by Medicaid

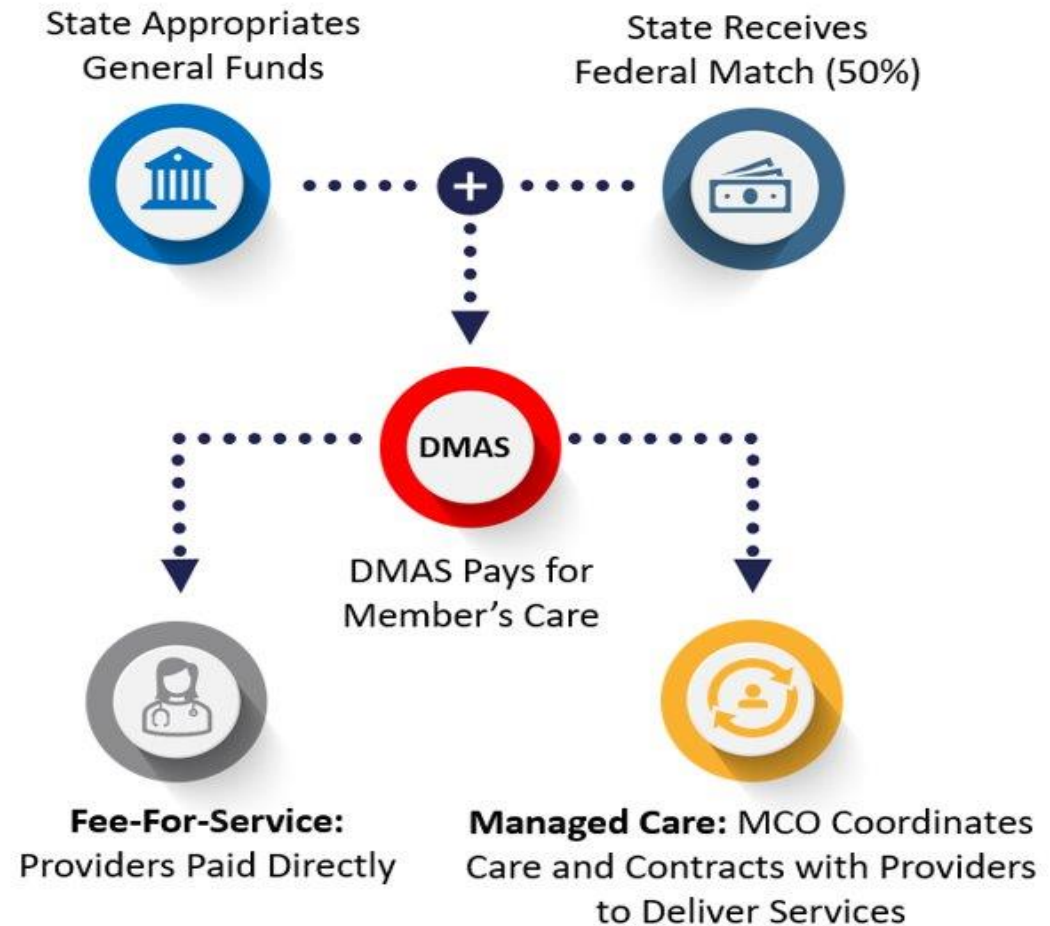


**More than 87% of
members**
receive coverage through
managed care

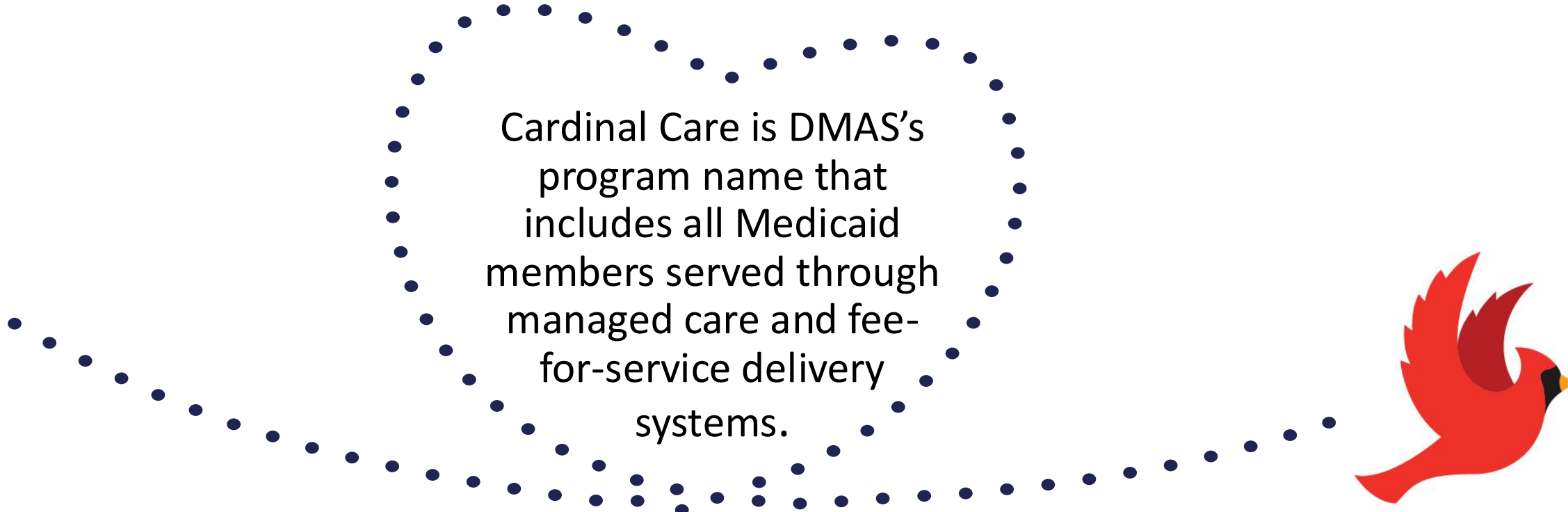
The Virginia Department of Medical Assistance Services (DMAS) plays an essential role in the Commonwealth's health care system by offering coverage to nearly 2 million Virginians.

Medicaid Delivery System

*Managed care serves **87%** of our members through five accredited health plans*



What is Cardinal Care?



Cardinal Care is DMAS's program name that includes all Medicaid members served through managed care and fee-for-service delivery systems.

Cardinal Care Managed Care (CCMC) is Virginia's Medicaid & FAMIS managed care program.

Cardinal Care Managed Care Rollout

Cardinal Care Managed Care (CCMC) was launched in January 2023 to enhance Virginia's Medicaid managed care system. Through the program, Virginia:

1. Consolidated the two previous managed care programs into CCMC
Commonwealth Coordinated Care Plus & Medallion 4.0
2. Defined transformation goals for the program.
3. Reprocured (re-selected and re-contracted) managed care health plans to improve the CCMC delivery system and better serve members.

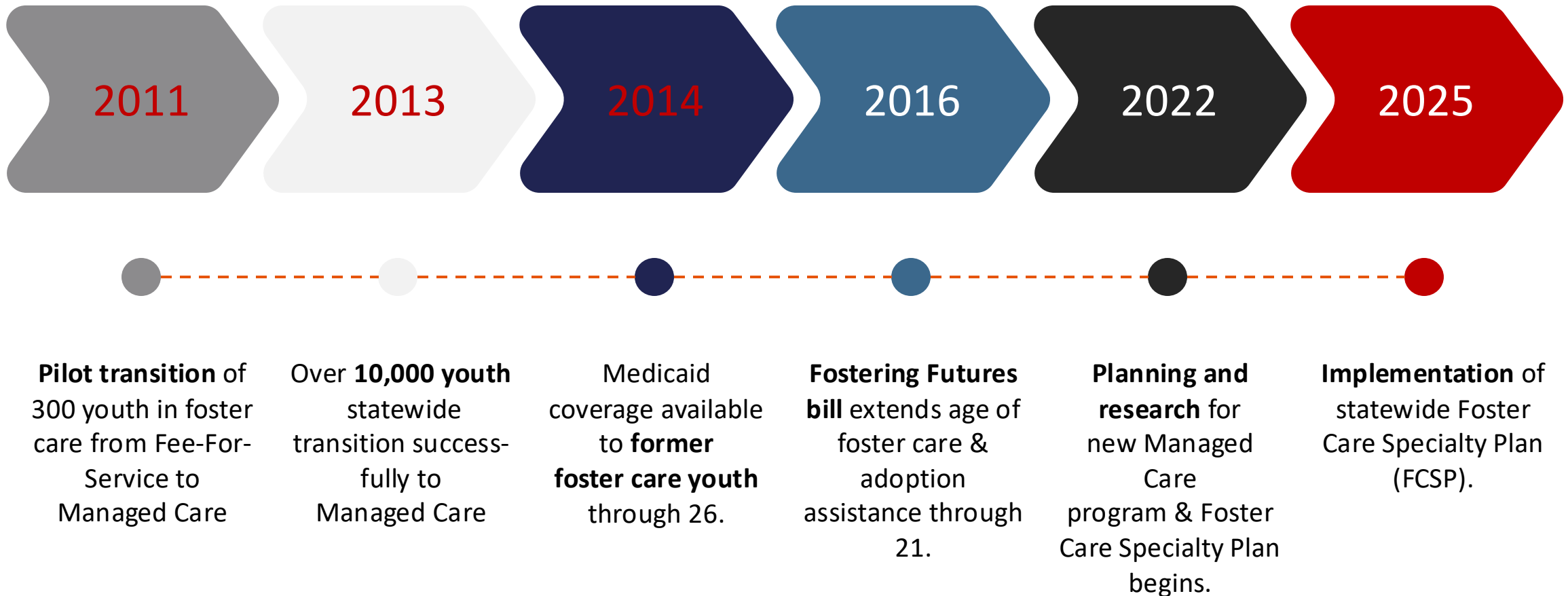


Including the selection of a single statewide **Foster Care Specialty Plan** from among the newly contracted health plans.



New Cardinal Care Managed Care contracts will be effective July 1, 2025

A History of Collaboration to Enhance Medicaid Services for Youth in Foster Care



Foster Care Specialty Plan



Anthem HealthKeepers Plus has been selected to administer a single statewide Foster Care Specialty Plan (FCSP) under the Cardinal Care Managed Care Contract.

- ✓ Youth involved in the child welfare system are at higher risk for certain health conditions and are subject to a variety of health-related social needs.
- ✓ Ensuring timely access to a comprehensive & coordinated array of services is key to improving outcomes.
- ✓ The Foster Care Specialty Plan was designed to meet the unique medical and behavioral needs of these vulnerable members, with value-added benefits to support reunification, education, employment, and more.



Success Story: Texas STAR Health

In 2008, Texas was the first state to establish a Medicaid managed care program specifically for children in foster care. Like Virginia's Foster Care Specialty Plan, [STAR Health](#) was designed to better coordinate the health care of children in foster care through one statewide MCO.

Reduced psychotropic medication use

30% overall reduction;
33% decrease in
children being
prescribed 5 or more.



Psychiatric hospital diversion program

66% reduction in
readmission rate for
members who accessed
program.



STAR Health Outcomes

Fewer ER visits

12% reduction in rate
of ER visits for
preventable issues
(2015-2018)



Exceeding Standards

Follow-up care after
psychiatric hospitalization
was 60% higher compared
to controls (beginning 2015)



Other states with specialized child welfare health plans

Georgia – 2014
Florida - 2014
Washington – 2016
Illinois - 2018
West Virginia - 2020
Arizona – 2021
Kentucky – 2021
North Carolina – 2025

Foster Care Specialty Plan: Eligibility

Who is eligible?

Foster Care

AC 076

IV-E and non IV-E

- "24-hour substitute care for children placed away from their parents or guardians and for whom the Title IV-E agency has placement and care responsibility."
- Children in foster care are eligible for Medicaid unless they are not Virginia residents, or they have financial resources that make them ineligible.

Adoption Assistance

AC 072

IV-E and non IV-E

- Determined by each individual Adoption Assistance Agreement
- Includes health insurance through the Medicaid program for an eligible child under age 21 receiving adoption assistance.

Former Foster Care

AC 070

- An individual under 26 who was in the custody of DSS in any U.S. state and receiving Medicaid until discharge from foster care upon turning age 18 years or older.
- This includes individuals over 18 in an IL arrangement or Fostering Futures Program through DSS.

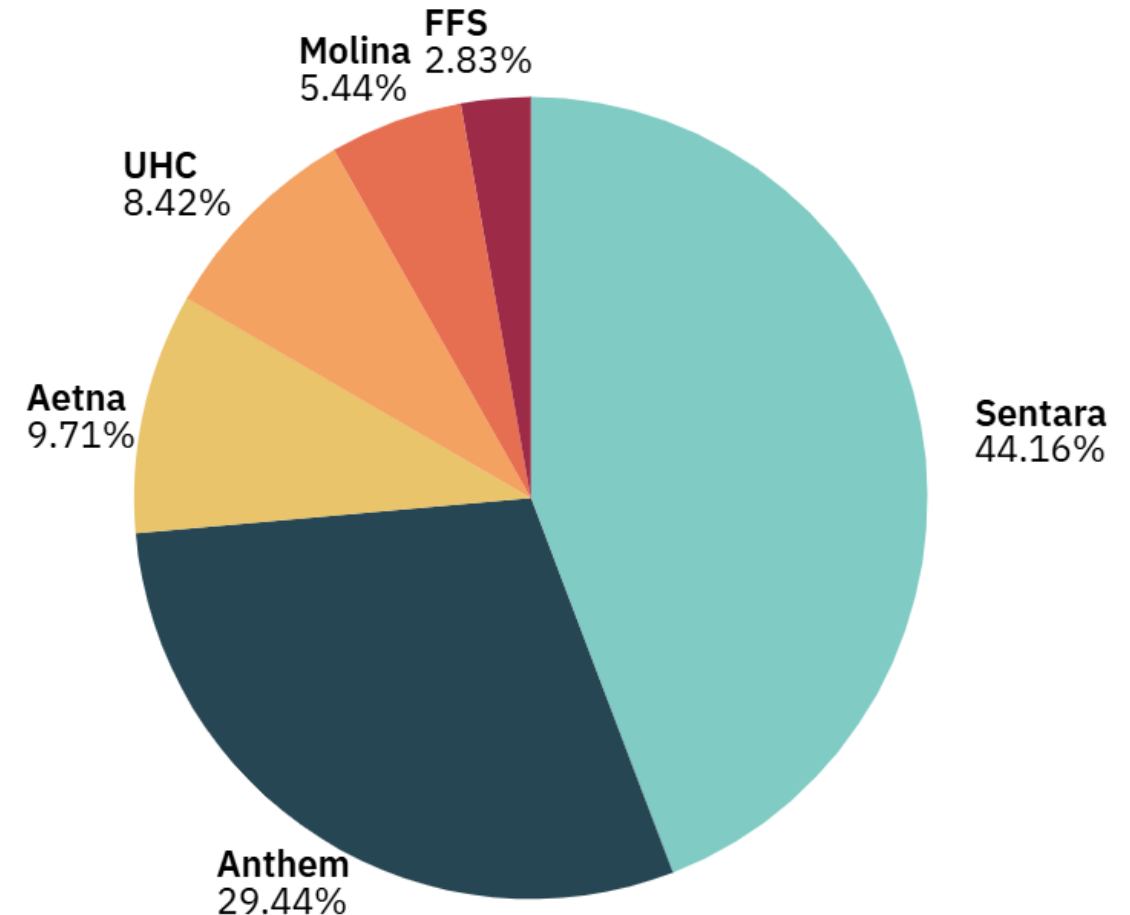
Current Enrollment: Foster Care, Adoption Assistance, & Former Foster Care

16,567 children and youth are enrolled in Medicaid through Foster Care, Adoption Assistance, & Former Foster Care eligibility.

- 5,500 in foster care
- 8,775 in adoption assistance
- 2,292 in former foster care

DMAS contracts with five (5) MCOs:

1. *Aetna Better Health of Virginia*
2. *Anthem HealthKeepers Plus*
3. *Humana Healthy Horizons (as of 7/1/25)*
Molina Complete Care (through 6/30/25)*
4. *Sentara Health*
5. *United Healthcare*



Transition Timeline



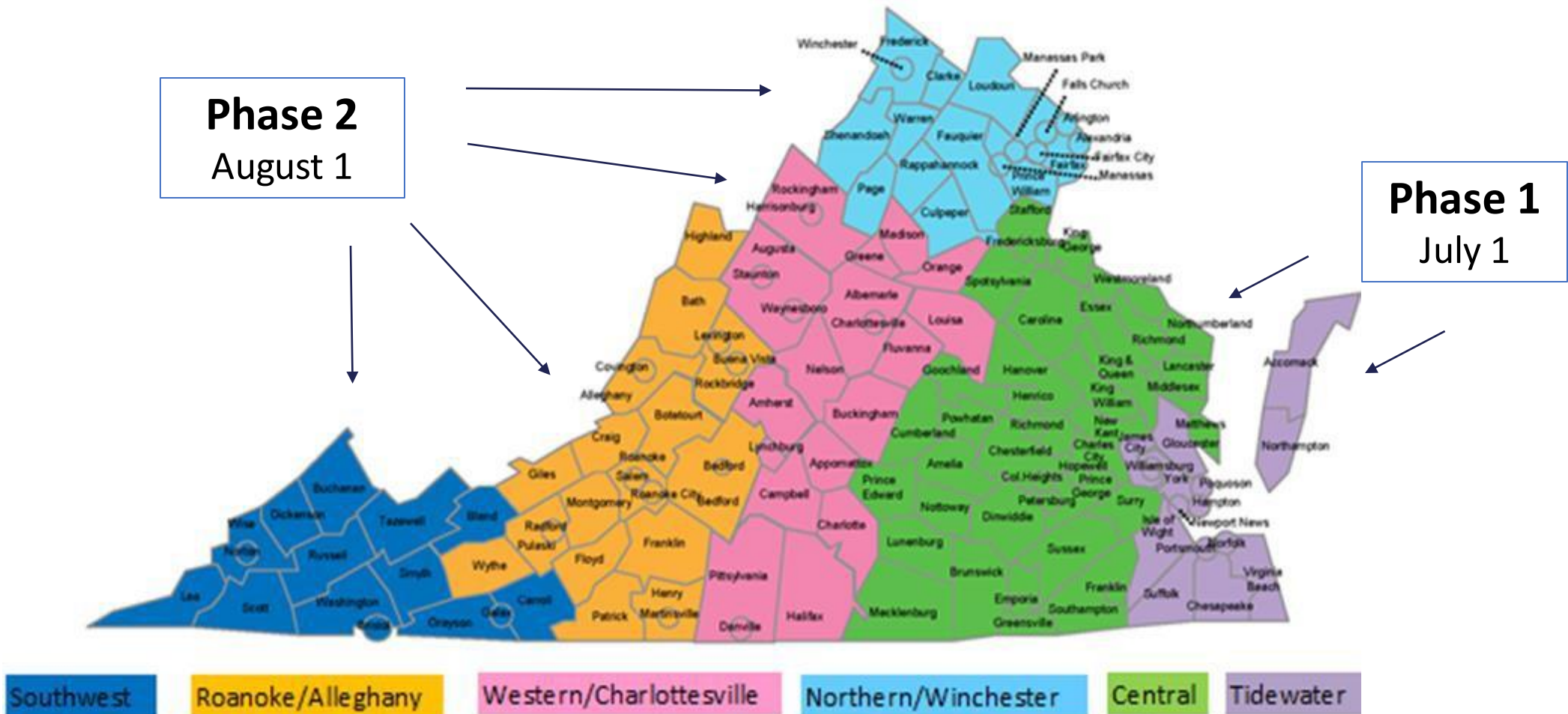
- ✓ All eligible members will automatically enroll into Anthem's Foster Care Specialty Plan (FCSP) on their region's enrollment date, and do not need to take any action.
- ✓ Mailings: Members will receive a flyer telling them about the changes before FCSP Assignment, and another letter before FCSP Enrollment.
- ✓ Foster Care Specialty Plan enrollment will occur in **two phases** based on region*

Cardinal Care Region	Foster Care Specialty Plan Assignment	Foster Care Specialty Plan Enrollment
Tidewater, Central VA, <u>All</u> Molina members**	6/19/25	7/1/25
Charlottesville, NOVA, Roanoke, FarSW	7/19/25	8/1/25

*Cardinal Care regions are different than VDSS regions.

**Beginning 7/1/2025, Molina will no longer be a contracted MCO.

6 Managed Care Regions Statewide



July 1 Transition to Anthem – ALL Molina Members and Members residing in these localities:

Tidewater

Accomack
Gloucester
Isle of Wight
James City County
Northampton
York/Poquoson
Chesapeake
Hampton
Newport News
Norfolk
Portsmouth
Suffolk
Virginia Beach
Williamsburg

Central

Amelia	Hanover	Nottoway
Brunswick	Henrico	Petersburg
Caroline	Hopewell	Powhatan
Charles City	King & Queen	Prince Edward
Chesterfield-	King George*	Prince George
Colonial Heights	King William	Richmond City
Cumberland	Lancaster	Richmond County
Dinwiddie	Lunenburg	Southampton
Essex	Mathews	Spotsylvania*
Franklin City	Mecklenburg*	Stafford*
Fredericksburg*	Middlesex	Surry
Goochland	New Kent	Sussex
Greensville/Emporia	Northumberland	Westmoreland

August 1 Transition to Anthem – Members residing in these localities:

Charlottesville

Albemarle
Amherst
Appomattox
Augusta/Staunton/Waynesboro
Buckingham*
Campbell
Charlotte
Charlottesville
Danville
Fluvanna*
Greene
Halifax
Harrisonburg-Rockingham
Louisa
Lynchburg
Madison
Nelson
Orange
Pittsylvania

Northern

Alexandria
Arlington
Clarke
Culpeper
Fairfax City
Fairfax County
Falls Church
Fauquier
Frederick
Loudoun
Manassas
Manassas Park
Page
Prince William
Rappahannock
Shenandoah County
Warren
Winchester

Roanoke

Alleghany/Covington
Bath
Bedford
Botetourt
Buena Vista/Lexington/Rockbridge
Craig
Floyd
Franklin County
Giles
Henry/Martinsville
Montgomery
Patrick
Pulaski
Radford
Roanoke City
Roanoke County
Wythe

Far Southwest

Bristol City
Buchanan
Carroll
Dickenson
Galax
Grayson
Lee
Norton City
Russell
Scott
Smyth
Tazewell
Washington
Wise

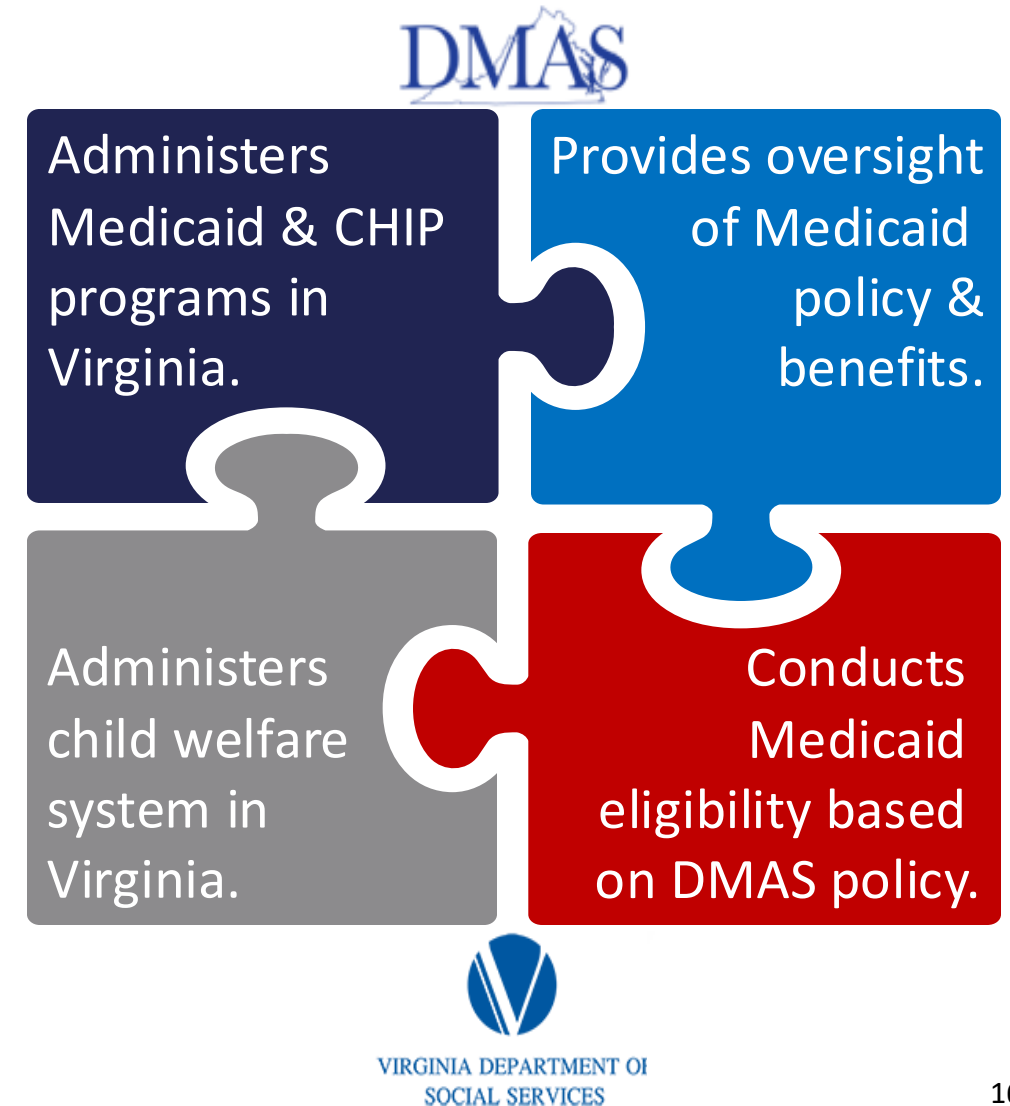
*All localities transitioning Aug 1 are in VDSS Piedmont, Northern, and Western Regions, except the localities with asterisks.

Local DSS Role: Medicaid Eligibility & Enrollment

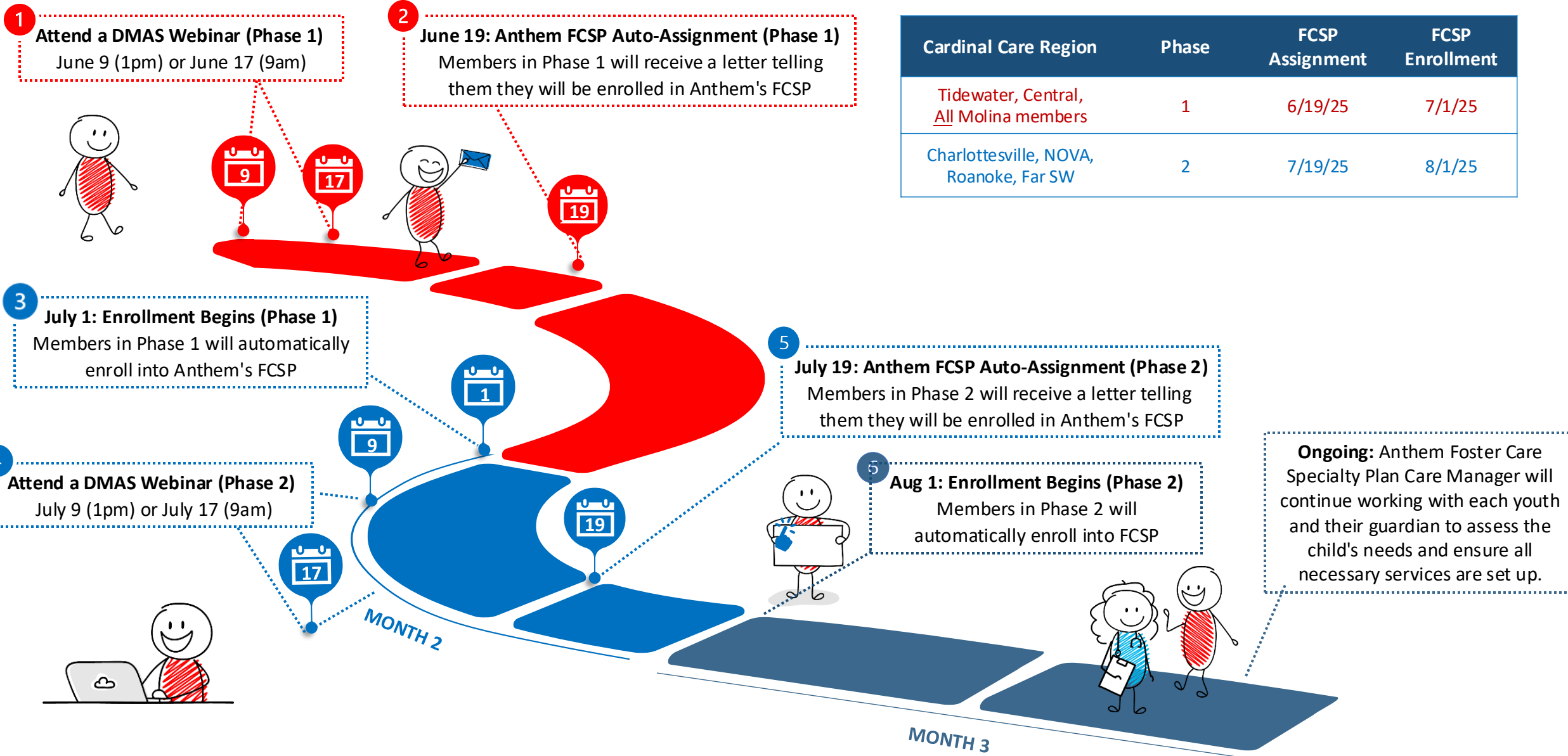
The Department of Social Services (DSS) is an essential partner in ensuring all youth in foster care, adoption assistance, and former foster care are able to access appropriate medical & behavioral health care services.

To ensure a smooth transition and ongoing support:

- All members eligible for Foster Care (AC 076), Adoption Assistance (AC 072), and Former Foster Care (AC 070) **must be** enrolled by their local DSS into these aid categories so they can be accurately identified & enrolled into the FCSP.
- All **VaCMS** Demographic Information must be up to date and accurate for member and DSS worker.



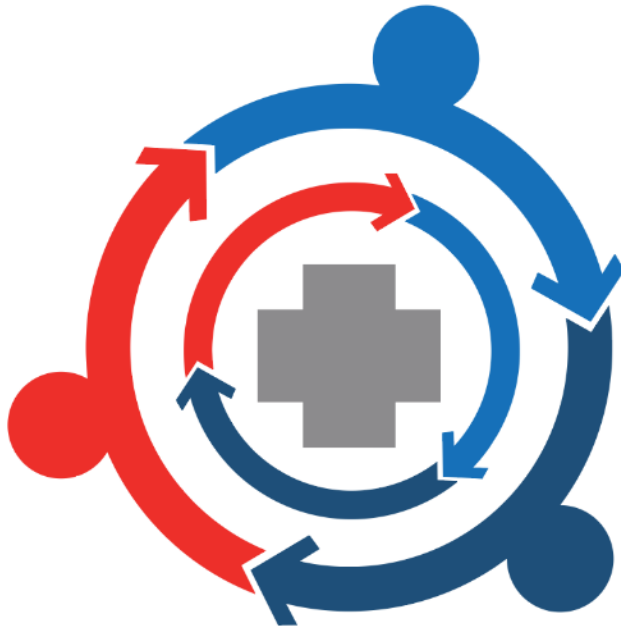
Review: Anthem Foster Care Specialty Plan (FCSP) Launch Timeline



After the initial transition to Anthem, members will have the choice to opt-out of the FCSP.

Continuity of Care

‘Continuity of Care’ requirements protect a member’s care from interruption when they change health plans



The new health plan must:

- Allow the member to see their current provider for up to 30 days, even if the provider is not in the new health plan’s provider network
- Honor service plan authorizations issued by DMAS or the previous health plan for the length of the authorization or 30 days, whichever is shorter
- Extend these timeframes as needed to ensure the member does not experience interruption in care
 - The new health plan may contract with the member’s provider or help the member develop a safe and effective transition to an in-network provider

Foster Care Specialty Plan: Opt-Out Requests



- Members will be able to request to Opt-Out of the Foster Care Specialty Plan.
 - Members can Opt-Out or back in at any time
 - Opt-Out requests made on or before the 18th are effective the first of the upcoming month and requests made after the 18th are effective the first of the month following the upcoming month.
- Opt-Out requests are made through the Enrollment Broker (also known as the Managed Care Helpline).
 - This will be the same process for members and guardians as current MCO change requests.



Cardinal Care Managed Care Enrollment Broker



- 1. Virginia Cardinal Care App**
Download for Android or iPhone
- 2. Online**
viriniamanagedcare.com
- 3. Managed Care Helpline**
1- 800-643-2273 (TTY: 800-817-6608)
Monday – Friday, 8:30am – 6:00pm

Foster Care Specialty Plan: Opt-Out Requests



Opt-Out Requests

Foster Care AC 076

- Foster Care (AC 076) members who Opt-Out of the Foster Care Specialty Plan (FCSP) are no longer eligible for managed care and may only otherwise receive Medicaid benefits through the Fee-for-Service (FFS) delivery system.
- The **LDSS Foster Care Case Worker** listed as the Authorized Representative can request to Opt-Out of/In to the FCSP for a Foster Care (AC 076) member.
- Authorized Representative information must be verified with our Enrollment Broker via the Managed Care Helpline, so requests to Opt-Out cannot be made for youth in foster care using the Cardinal Care mobile app or website.
 - ✓ Authorized Representative is determined by the information entered into VaCMS by the local DSS agency.
 - ✓ In VaCMS, Household Address screen should include the DSS foster care worker listed in the "Attn/Care of" line. Alternate Payee screen should reflect the DSS foster care worker as the Authorized Representative.
 - ✓ Authorized Representatives must call the Managed Care Helpline to request to Opt-Out.

Foster Care Specialty Plan: Opt-Out Requests



Opt-Out Requests

Adoption Assistance AC 072

Former Foster Care AC 070

- Adoption Assistance (AC 072) and former foster care (AC 070) members who Opt-Out of the Foster Care Specialty Plan (FCSP) will remain in managed care and will be required to select a different MCO.
 - ✓ If an Adoption Assistance (AC 072) or former foster care (AC 070) member has Opted-Out, they may also change their MCO at any time.
- Former Foster Care (AC 070) members may Opt-Out of or Opt-In to the FCSP themselves.
- Adoptive parents can Opt-Out of or Opt-In to the FCSP for members in Adoption Assistance (AC 072).
 - ✓ The local DSS agency must ensure the adoptive family's name is listed in VaCMS.
 - ✓ In VaCMS, Household Address screen should include the adoptive parent listed in the "Attn/Care of" line.
- Opt-Out, Opt-In, and MCO change requests can be made through the Enrollment Broker using the Virginia Cardinal Care app, the VirginiaManagedCare.com website, or by calling the Managed Care Helpline.

Recap: Foster Care Specialty Plan (FCSP)



What is changing?



Anthem's Foster Care Specialty Plan will cover all eligible members statewide.



All eligible members will be automatically enrolled into the Foster Care Specialty Plan beginning July 1, 2025.



After the initial transition to Anthem, members will have the choice to Opt-Out* of the FCSP.

- **Foster Care:** to Fee-For-Service
- **Adoption Assistance & Former Foster Care:** may select a different managed care health plan.
- Opt-Out requests can be directed to the Managed Care Helpline.

What is staying the same?

- Medicaid eligibility and enrollment: Youth will continue to be enrolled in Medicaid as long as they remain eligible.
- One managed care program, one contract.



- Benefits and Services: Benefits will not be interrupted or reduced as long as the individual remains eligible for Medicaid.
- Newly enrolled Medicaid members will be in FFS for a short time prior to enrollment in a health plan.

DMAS Foster Care Program Oversight

1

Designated agency liaison for foster care and adoption assistance members leads program innovation through the development, implementation, and monitoring of health care initiatives and stakeholder collaboration.

2

DMAS analyzes monthly reports from MCOs for contract compliance and trending. MCOs report Assessment completion, outreach, care coordination activities, and medical and behavioral health care service utilization.

3

Designated DMAS Foster Care inbox for addressing and responding to inquiries and case management assistance: fostercare@dmass.virginia.gov

4

DMAS facilitates Foster Care Partnership meetings and other trainings around the state to share information and develop actionable ideas, projects, and resources to better meet the needs of children in foster care.

1

DMAS Foster Care Program Support

2

MCO Compliance Monitoring

3

Support & Case Management

4

Collaboration & Training



Anthem Foster Care Specialty Plan

Virginia's Sole Source health plan
for youth in Foster Care, Former
Foster Care and Adoption
Assistance

Anthem  
HealthKeepers Plus
Offered by HealthKeepers, Inc.

Agenda

- Introduction to Our Team
- What Makes the Anthem Foster Care Specialty Plan (FCSP) Unique?
- Collaboration with LDSS Partners
- Anthem Foster Care Specialty Plan Care Management
- What to Expect After a Member Enrolls in Anthem FCSP
- Our Mission to Improve Our Communities
- FCSP Go Live Timeline
- Key Anthem Contacts
- An Invitation to Discuss LDSS/Anthem Partnership Needs

Anthem Foster Care Specialty Plan Team



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Virginia Medicaid Plan
President



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Director of Foster Care



Charlene Brown, MD
Foster Care Medical
Director



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Regional Manager –
Central Care
Management



Emily Vance, RN
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Piedmont Care
Management



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CCTP
Regional Manager – East
Care Management



Tracie Hall, LCSW
Regional Manager – West
Care Management

Anthem Foster Care Specialty Plan Team Continued



Chamia Burr, LCSW
Manager II
Community Supports
Team



Melissa McGinn, LCSW
Manager II
Specialty Supports Team



Katie Dyson, MS
Judicial Liaison



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Training & Engagement
Specialist



Tim Reddish, LMSW
Family Preservation
Specialist



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Transition Age Youth
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Dayana Hess
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Aimee Martinez,
LCSW, CCM
Safe & Sound Specialist



Claudia Balcarcel
Manager II
Transportation & Care
Coordination Line

Anthem Virginia Foster Care Specialty Team



Members of our growing Foster Care Specialty Team at our recent Comfort Cases event

Better Together.

Every child deserves a chance to thrive, and as a community, we hold the power to make that happen.

Together, we share the responsibility to ensure children experiencing foster care receive the care, love, and opportunities they need. By uniting our efforts, we can create a nurturing environment where every child feels supported by their community.

Let's work hand-in-hand to build a brighter future for all of Virginia's youth connected to foster care.



Trusted Partner, not Just Payer



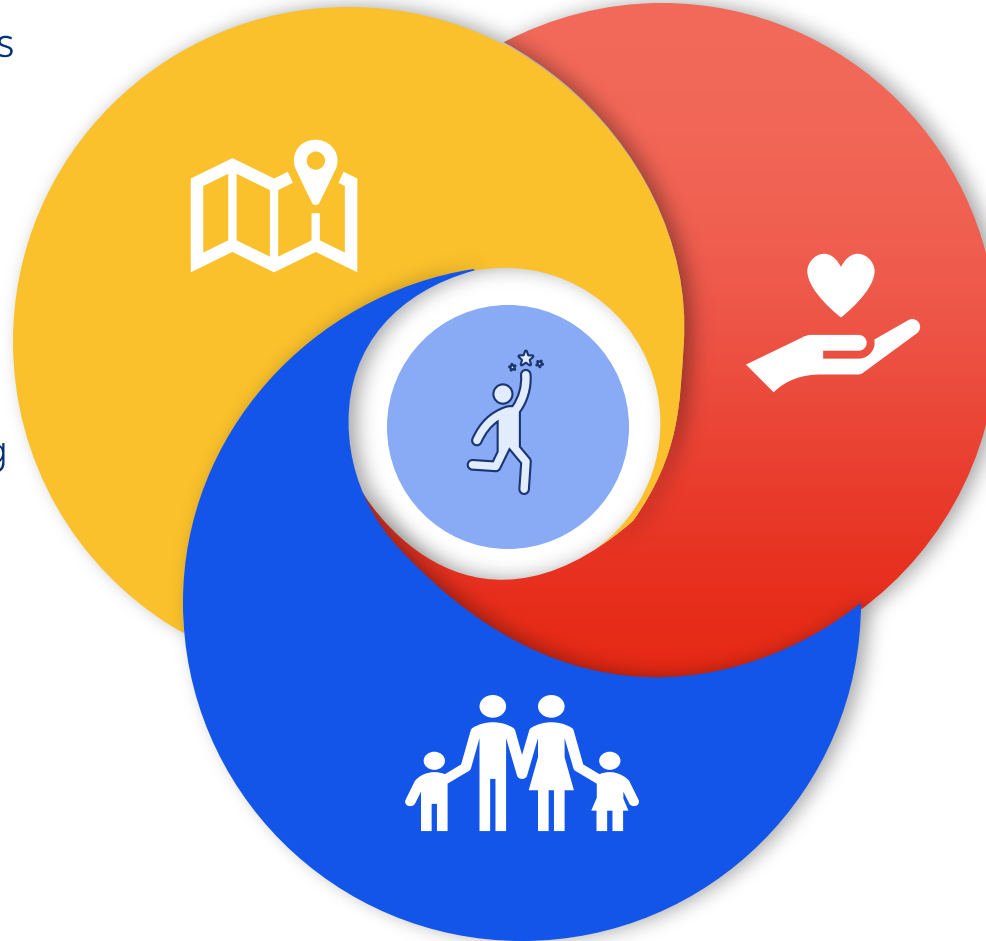
At Anthem, we're committed to partnering to help youth and families served by the Foster Care Specialty Plan receive the best possible care.

**Together, we
can create a
more cohesive,
comprehensive
system of care.**

Along with implementing innovative and best in class programs designed to comprehensively address whole health needs, we have created tools to review program directions yearly to ensure ongoing success.

Foster Care Specialty Plan Care Management: Your Trusted Partner

- ✓ Regionally-based Care Managers for all FCSP members
- ✓ Trauma-informed care management model designed to meet the unique support needs of youth, foster parents, and adoptive families.
- ✓ Data informed decision-making tools to ensure member's physical, behavioral, pharmacy and social needs are met.
- ✓ Enhanced transition planning to empower youth aging out
- ✓ Coordination of all medical, behavioral health, and pharmacy services by one CM



We have two teams dedicated to specialized supports for youth & families:

- Transition of Care
- Transition Age Youth Liaisons
- Education & Employment Specialist
- Post-adoption Support
- Family Preservation
- Justice Involvement
- Data Analysis & Quality
- Safe & Sound Specialist

Better Together

First 30 days of Enrollment

Anthem FCSP Care Management will partner with LDSS to ensure access to the right services at the right time in the first 30 days of enrollment.

The Anthem FCSP Support Line and a dedicated Care Manager assigned to each member are available to support LDSS in ensuring key care priorities are met quickly and efficiently.

Whether it is establishing a new PCP, coordinating behavioral health services, navigating a complex health need or resolving a barrier to accessing care - our team has you covered.

Targeted Care Management Support for LDSS



Ensuring coordination of transportation needs.



Medication reconciliation and support with ensuring access to pharmacy needs.



Assistance locating in-network providers and support in coordinating medical & behavioral health visits.



Navigation of carved out dental benefit, help with provider identification and coordination of dental care.

Complimentary Services: Promoting Safety, Permanency & Well-Being

LDSS

- Service Planning & Safety Assessments
- Prevention
- Permanency Plans
- Court Reports & Investigations
- Treatment & Transition Planning
- Oversight & Guidance



Anthem FCSP

- Health Assessments & Care Plans
- Prevention
- DSS Consultation
- Care Management
- Healthcare Navigation & Crisis Support
- Transition Planning
- Specialty Resources

Foster Care Specialty Plan Exclusive Value-Added Benefits



Additional Value-Added Benefits

Value-Added Benefits are available to all members

EMPLOYMENT

Members can receive vouchers to pay for GED testing and application fees for post-secondary education tests and application fees.

TRANSPORTATION

Members have access to transportation to and from medical appointments, pharmacies, and other essential services.

YOUTH

Children and adolescents may receive Books, grocery gift cards, youth club membership, sports physicals, and more.

TECHNOLOGY

Members over age 18 are eligible for a free cell phone with a preloaded suite of digital health apps, increased hearing aid benefits, and 24/7 access to physicians for urgent care needs from a computer, tablet, or smartphone.

LIFESTYLE

Additional Benefits include Personal and Feminine Hygiene products, Home-delivered meals after hospitalization, Home safety items, and Assistance obtaining Identification.



General Contacts




1	Foster Care Specialty Plan Support Line	A dedicated phone line for local, non-clinical support. Line can connect LDSS worker with assigned Care Manager. Generally available M-F, 8 AM – 5 PM.	833-838-2605 * Number will be available upon contract go live
2	Access2Care	Anthem HealthKeepers Plus Virginia Medicaid transportation vendor.	877-892-3988
3	National Call Center Customer Service	General customer service line available 8 Am – 8 PM.	800-901-0020

Provider Contacts



1	Foster Care Specialty Plan Support Line	Line for support related to specific FCSP member only (e.g. provider needs to link with assigned care manager for member)	833-838-2605 * Number will be available upon contract go live
2	National Call Center Provider Line	Line can connect provider to menu linking them to resources based on need (e.g. claims)	800-901-0020, option 3
3	Anthem Provider Website	Comprehensive Tools & Resources for new and existing providers	https://providers.anthem.com/virginia-provider/home

Why Foster Care Specialty Plan?



Seamless collaboration:
United efforts for streamlined coordination

Comprehensive Support:
Consistent access to tailored programs

Better outcomes:
One-stop accountability & improved data collection

Cost Effective:
Streamlined processes, enhanced value

Personalized, Integrated Services:
Foster permanency & stability

We want to hear from you.

We're thrilled to partner with you, fitting together like pieces of a puzzle. Our goal is to identify how we can best support you. Above all, we want to take this time to listen to you and find where each piece belongs.

Let's dive in and discover how our partnership can create a complete picture of success.



