

# VIRGINIA MEDICAID MANAGED CARE QUALITY

## CARDINAL CARE CONSUMER DECISION SUPPORT TOOL 2025–2026

### Comparing Virginia Medicaid Managed Care Organizations

Choosing a managed care organization (MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid Cardinal Care MCO. This tool shows how well the different Cardinal Care MCOs provide care and services in various performance areas. The ratings for each area summarize how the Cardinal Care MCO performs on a number of related standards.

#### Key

Highest Performance  
High Performance  
Average Performance  
Low Performance  
Lowest Performance



MCO	Accreditation Level	Overall Rating*	Doctors' Communication	Access and Preventive Care	Taking Care of Children	Women's Health	Behavioral Health	Living With Illness
Aetna	Accredited	★★★★	★★★★	★★★★	★★	★★★★★	★★★★★	★★★★★
HealthKeepers	Accredited	★★★★★	★★★★	★★★★	★★★★★	★★★★★	★★★★	★★★★★
Humana	Scheduled	New**	New**	New**	New**	New**	New**	New**
Sentara	Accredited	★★	★★★★	★★★★	★	★	★★	★
United	Accredited	★★★★	★★	★★★★	★★★★★	★★★★	★★★★	★★★★

\*This rating includes all categories, as well as how the member feels about their MCO, their MCO's customer service, and the healthcare they received.

\*\*Due to Humana Healthy Horizons in Virginia being a new plan in 2025, data are not available yet. Humana Healthy Horizons in Virginia will be included in future health plan report cards.

### What is Measured in Each Performance Area?

#### Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctors
- Doctors involve the family in their child's care
- Members who smoke receive help to quit

#### Access and Preventive Care

- Members get the care they need
- Members get screenings and tests for cancers and illnesses
- Members get the right medicines and services

#### Taking Care of Children

- Children get regular checkups and important shots that help protect them against serious illness

#### Women's Health

- Women get tests for breast and cervical cancer to help find these diseases early
- Moms get care before their baby is born to help keep mom and baby healthy
- Moms get care, screenings, and treatment after their baby is born

#### Behavioral Health

- Members with behavioral health conditions get the follow-up care and medicines they need
- Children on antipsychotics get the checkups they need

#### Living With Illness

- Members living with conditions, like asthma, diabetes, high blood pressure, and COPD, get the care they need by getting tests, checkups, and the right medicine

## Choosing a Medicaid Managed Care Organization

Your health care is important, and choosing the Cardinal Care MCO that best meets your needs is also important. Here are some questions to ask yourself before you pick a Cardinal Care MCO:

- How well did each MCO perform in each performance area in this tool?
- Which MCO has all or most of the doctors, providers, and hospitals that my family member visits?
- Which MCO has doctors with office hours and locations that are convenient for my family member?
- Which MCO offers extra services that I want to use?

You may have other questions or concerns that are important to you. You can contact the MCOs using the information below. They can tell you which doctors are available to you and what extra services they offer. You can also call the **Managed Care HelpLine** at 1-800-643-2273. HelpLine staff can answer your questions and help you decide which Cardinal Care MCO is best for you and your family.

MCO	Contact Information
Aetna Better Health of Virginia (Aetna)	1-800-279-1878 <a href="http://www.aetnabetterhealth.com/virginia">www.aetnabetterhealth.com/virginia</a>
HealthKeepers, Inc. (HealthKeepers)	1-800-901-0020 <a href="http://www.anthem.com/va/medicaid">www.anthem.com/va/medicaid</a>
Humana Healthy Horizons in Virginia (Humana)	1-844-881-4482 <a href="http://provider.humana.com/medicaid/virginia-medicaid">provider.humana.com/medicaid/virginia-medicaid</a>
Sentara Community Plan (Sentara)	1-800-881-2166 <a href="http://www.sentarahealthplans.com/members/medicaid">www.sentarahealthplans.com/members/medicaid</a>
UnitedHealthcare of the Mid-Atlantic, Inc. (United)	1-844-752-9434 <a href="http://www.uhc.com/communityplan/virginia">www.uhc.com/communityplan/virginia</a>

Information as of August 2025



### For More Information:

Visit the Virginia Department of Medical Assistance Services online at: [www.dmas.virginia.gov](http://www.dmas.virginia.gov) and Virginia's Medicaid Managed Care online at: [www.virginiamanagedcare.com](http://www.virginiamanagedcare.com).

### About This Tool

The 2025–2026 Virginia Cardinal Care MCO Consumer Decision Support Tool utilizes results from Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®). Calendar year 2024 data submitted by the Cardinal Care MCOs were used to derive 2025 reporting year rates. This report was compiled by Health Services Advisory Group, Inc. (HSAG) in collaboration with the Department of Medical Assistance Services (DMAS).

### About the Accreditation Levels

Accreditation levels as of August 2025 are based on compliance with the National Committee for Quality Assurance's (NCQA's) rigorous requirements and the MCOs performance on HEDIS® measures. The highest level of accreditation an MCO can receive is Accredited, followed by Provisional. For more information regarding accreditation levels as of August 2025, visit: [reportcards.ncqa.org/glossary](http://reportcards.ncqa.org/glossary).