



Magellan Complete Care of Virginia

Person-centered, community-focused, evidence-driven

Integrated Health Neighborhood (Community Hub)

On the Road to Independence, Well-being & Recovery







Personal support

- Natural supports
- Friends/neighbors
- Religious/cultural institutions



Employment

- Benefits counseling
- Vocational rehabilitation
- Networking & job development
- Job coaching





Community outreach

Member and Service



Coordinator



Transportation

Peer & family

support specialists



Community partners

- Federally qualified health centers (FQHCs)
- Community mental health centers
- Rural health clinics
- Local health departments

Home and community-based services

- Local human service providers
- Home health/hospice
- Respite care
- Caregiver support
- Housing & supported living
- Adult day services



Out-of-home placement

- Skilled nursing/assisted living facilities
- Residential treatment centers



- Community pharmacies



Community activities

- Area Agencies on Aging
- Community-based support services

Provider support

specialists

- Centers for independent living (CILs)

Health & wellness

- Local hospitals & ambulatory centers
- Primary care providers & specialists
- Urgent care
- Short-term rehabilitation



Education

- Adult training
- Colleges and universities
- Public school transition coordinators



Food

- Addressing hunger
- Nutritional support



We offer a generous array of added benefits, beyond traditional medical services



Dental services for adults (exams, cleanings & x-rays worth \$1,500 per year)



Vision services for adults
(\$150 for glasses or contact lenses every two years)



Smartphones for texts and appointment reminders



Enhanced short-term services, when needed: respite care, personal care, caregiver training & support



Fresh meals delivered to the home after inpatient hospital/nursing facility discharge



Environmental/home modifications



Online, interactive cognitive **behavioral therapy** support



...And **much more!**(Please refer to our website for the full list)

Call us (toll-free):

Member Services: 1-800-424-4524 (TTY 711)

Care Coordination: 1-800-424-4524 (TTY 711)

CareLine (nurse line): 1-800-424-4524 (TTY 711)

Visit: www.MCCofVA.com

We look forward to working with you!

Claims, training and authorizations



Electronic claims submission

Payer ID: MCCVA

Paper claims submission



Magellan Complete Care of Virginia Claims Service Center 1 Cameron Hill Circle, Ste. 52 Chattanooga, TN 37402

Electronic funds transfer



Enrollment information via provider portal: www.MCCofVA.com or email VAMLTSSProvider@MagellanHealth.com

Provider services



1-800-424-4524 www.MCCofVA.com

Orientation & training

Schedule an orientation through your regional network representative or call 800-424-4524.

Take advantage of one of our online trainings available on the provider portal at www.MCCofVA.com

Authorization requests

Call: 800-424-4524

Authorizations will also be accepted

online at www.MCCofVA.com