

**Magellan Complete Care Segment Acquisition by Molina Healthcare**  
**MCC Member FAQs**  
**Version 2 – May 2021**

MCC and Molina are committed to making this transition as smooth as possible. We value our relationship with you and will update you as we know more. In the meantime, MCC will continue to provide the quality and compassionate service we are known for. Thank you.

**Q: What is happening with MCC? Is it going away?**

**A:** On January 1, 2021, MCC was acquired (bought) by Molina Healthcare, Inc. (Molina), a company that also has Medicaid and Medicare health plans and programs in certain states.

**Q: Is the MCC name changing?**

**A:** Yes. The new name will be Molina Complete Care (MCC).

**Q: Are any benefits changing? (Regular and/or enhanced)**

**A:** Aside from unrelated changes to the enhancement of behavioral health services and adult dental benefit on 7/1, nothing is changing at this time as a result of this acquisition. If anything does change, we'll let you know.

**Q: Can I keep my same doctors/hospitals/pharmacy/etc.? Is the network changing?**

**A:** Nothing is changing at this time, so please continue to see the same providers you always have. If anything does change, we'll let you know.

**Q: Are authorization/pre-approval rules changing?**

**A:** Nothing is changing at this time. We will notify you of any changes well in advance of their implementation.

**Q: Are any processes, websites/portals or other systems changing?**

**A:** Although our website address, [www.MCCofVA.com](http://www.MCCofVA.com), will remain the same, you will notice a new look and feel similar to Molina's public websites in other states. Our website content will be rebranded with the Molina style. If anything does change, we'll let you know.

**Q: Will I get a new Care Coordinator?**

**A:** No. Until further notice, you will continue to work with your current MCC contacts. We value our relationship with you and are committed to providing the same level of service and care we are known for.

**Q: Who do I call/where can I go to get updates?**


**A:** We will notify you in advance of any changes. We also have a full list of FAQs on our health plan website at [www.MCCofVA.com](http://www.MCCofVA.com). You can also call Member Services Monday through Friday from 8 a.m. to 8 p.m. local time if you have any questions.

- CCC Plus: 1-800-424-4524 (TTY 711)
- Medallion 4.0: 1-800-424-4518 (TTY 711)

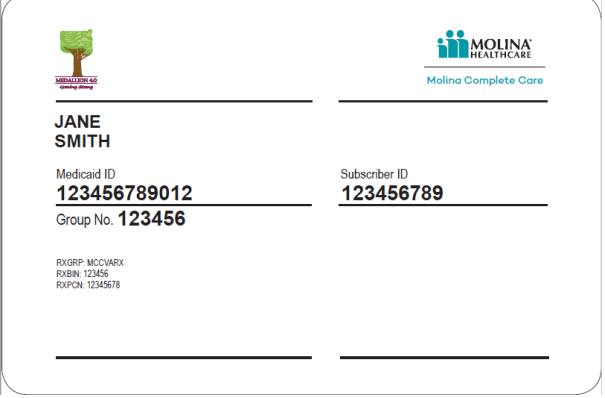
**Q: Does anything change in the services you provide for me?**

**A:** Some things will be changing. Here's what you can expect to change as we move closer to July 1:

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7/1/21 changes	MCC of VA DMAS Medicaid plan	MCC of VA (HMO SNP)
<b>Brand/plan name</b>	Molina Complete Care (MCC)	Remains Magellan Complete Care of Virginia (HMO SNP)
<b>Plan logo</b>		We'll notify you well in advance of this change as we move closer to the January 2022 migration date
<b>Payer ID</b> *No change	MCCVA	MCC02
<b>Paper claims submission address</b> *No change	Molina Complete Care Claims Service Center 1 Cameron Hill Circle, Suite 52 Chattanooga, TN 37402	MCC of VA (HMO SNP) Claims Department P.O. Box 986 Elk Grove Village, IL 60009-0986
<b>Member portal</b>	No changes	We'll notify you well in advance of this change as we move closer to the January 2022 migration date
<b>Website</b>	<a href="http://www.MCCofVA.com">www.MCCofVA.com</a>	<a href="http://www.dsnp.mccofva.com">www.dsnp.mccofva.com</a>
<b>Phone and fax lines</b> *No change	<p>Our phone and fax lines for Member Services and Customer Care will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.</p> <p>Our phone numbers are:</p> <ul style="list-style-type: none"> <li>• CCC Plus: 1-800-424-4524 (TTY 711)</li> <li>• Medallion 4.0: 1-800-424-4518 (TTY 711)</li> </ul>	<p>Our phone and fax lines for Member Services and Customer Care will remain the same. Additionally, the lines associated with prior authorization requests and appeals and grievances won't change.</p> <p>Our phone number is 1-800-424-4495 (TTY 711)</p>
<b>Member ID cards (example)</b>	Please note that member ID cards for CCC Plus, Medallion 4.0, and FAMIS members will all have the new Molina Complete Care logo in the top right corner.	No changes until January 2022.

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7/1/21 changes	MCC of VA DMAS Medicaid plan	MCC of VA (HMO SNP)
	 <p>The image shows a member handbook card for JANE SMITH. It includes the Medicaid ID 123456789012, Subscriber ID 123456789, and Group No. 123456. It also lists RXGRP: MCDWARX, RXBIN: 123456, and RXPCN: 12345678. Logos for MAGELLAN COMPLETE CARE and MOLINA HEALTHCARE are present.</p>	

**Q: Is the member handbook changing? Do I need to get a new one? Can I get a copy of Molina’s member handbook?**

A: Nothing is changing at this time. You do not need to get a new member handbook; you can always access the latest version on our health plan website. As in the past, if there are any changes in covered benefits, processes, systems, timeframes, requirements or other items that would impact the member handbook, we will notify you well in advance.

**Q: I have existing authorizations from MCC. Are they still valid?**

A: All existing authorizations are valid, and new authorizations will be valid as we progress toward integration with Molina. Any changes in authorization status, processes, etc., will be communicated to you in advance. Until then, it is business as usual.

**Q: Is my ID card still valid? Will I get a new one?**

A: Your current member ID card is still valid. We’ll send you a new member ID card before the July 1 cutover.