

Helping individuals achieve their fullest potential in Virginia

Magellan's offices in Virginia have been abuzz for the past few months, busily preparing to implement a brand-new contract as Magellan Complete Care of Virginia (MCC of VA), serving individuals who qualify for Medicaid due to a disability or who are age 65 or older.

On Aug. 1, MCC of VA made its debut in the commonwealth as a full-service managed long-term services and supports (MLTSS) health plan selected by the Virginia Department of Medical Assistance Services (DMAS) to serve members enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) program. The plan initially launched in the Tidewater region, then in the Central Region on Sept. 1, and has been approved to roll out in the Charlottesville/Western region on Oct. 1. MCC of VA will go live in phases for additional regions across the commonwealth through early 2018, pending DMAS approval.

What are managed long-term services and supports?

MLTSS is the delivery of long-term services and supports through capitated Medicaid managed care programs. Many states use MLTSS as a strategy to expand home- and community-based services, promoting community inclusion, ensuring quality and increasing efficiency. In Virginia, care management is the foundation of CCC Plus, which focuses on improving quality, access and efficiency through high-touch, person-centered support.

Magellan's role in CCC Plus

Enrolling in CCC Plus means that members will now have their medical, behavioral, substance use disorder and long-term

services and supports provided all under one program. When individuals select MCC of VA as their health plan, they can expect to benefit from Magellan's vast experience coordinating care for individuals who have multiple complex conditions, including chronic physical and behavioral health challenges.

Our person-centered culture is woven into everything we do, as is our dedication to offering choices for our members, who serve at the center of their care coordination team.

Our approach: It's all in the 'neighborhood'

We believe individuals should have a choice in where they live and receive services. Therefore, a key component of MCC of VA's program is what we call our Integrated Health NeighborhoodSM. [Link to IHN infographic] The IHN is a custom model that helps us work with individuals within their own neighborhoods and communities to improve care, quality of life and health outcomes.

Our care teams live and work within the same communities where our members reside. These team members have first-hand knowledge of community strengths, resources, services, and service gaps.

Our integrated, high-touch, team-based IHN approach drives close collaboration with community partners. This allows us to customize care for our members and provide a seamless, one-stop system of services and supports. We can then address each member's unique needs and circumstances and continually adjust our interventions as the member's needs change.

Looking toward the future

We invest our resources into making an impact, one person at a time, by taking a highly individualized, high-touch, community-based approach to care coordination – because we know that each person can live a vibrant, healthy life as independently as possible. And we look forward to helping the

individuals we serve in Virginia to meet this goal.

[Learn more about MCC of VA](#)