



## Frequently Asked Questions - Medicaid

### **Q: Do I have to apply for Virginia Medicaid?**

A: The short answer is yes, you do need to apply. It is our policy for potentially eligible patients to apply for Medicaid. We feel that it is in the best interest of our patients.

### **Q. How do I apply?**

Go to <https://www.coverva.org/> for more information on eligibility and how to apply, or if you are a current patient, call the CrossOver office at (804) 233-5016 to make an appointment with Medicaid Enrollment for help with the enrollment application.

### **Q. What if I am denied by Medicaid? May I still be seen at CrossOver?**

A. Yes, if you are an active patient, bring your Medicaid denial letter to your next appointment. We will keep it on file and you may continue care at CrossOver.

### **Q: What is a Medicaid MCO (Managed Care Organization)?**

A: In Virginia's Medicaid program you are a member of a Managed Care Organization (MCO), which is a Medicaid health insurance plan.

Virginia Medicaid works with six MCO's to coordinate and manage the care of its members. The MCO's in our area are: Optima, Virginia Premier, Anthem HealthKeepers Plus, United Healthcare Community Care, Aetna Better Health and Magellan Complete Care. When you enrolled with Medicaid, you were assigned or you may have selected one of the MCO's, who will help manage your healthcare.

You should receive a Medicaid card and a separate insurance card from your MCO. Please bring both cards to your next appointment.

If your eligibility changes or if your plan changes, please let the front office know at your next appointment. They will scan your new insurance card and update your information.

### **Q: What services are covered by Medicaid at CrossOver?**

A. Medicaid and the Medicaid MCO's (Managed Care Organizations) cover primary care and some mental health visits at CrossOver.

Some, but not all, insurance plans provide dental services. Please check with your plan to determine if this benefit is available to you.

***Other services covered by Medicaid, but not directly provided by CrossOver are: Prescriptions, Rehabilitative Services, Specialty Care, Hospital visits and Transportation. CrossOver may help coordinate these services, if appropriate. Please contact your insurance plan for more information.***



**Q. May I still see my CrossOver primary care provider?**

A. Our staff providers, Dr. Murchie, Dr. Avula, Dr. Bruzzese and Katie St. Germain, are all participating providers with Virginia Medicaid and the MCO's. You will still be able to see them.

**Q. May I still see my Access Now provider?**

A. If your Access Now provider participates with Medicaid, you should contact them directly for appointment availability. Some of the Medicaid plans may require a referral to the Access Now specialist.

**Q. What if I am no longer eligible for Medicaid? May I still be seen?**

A. If you lose your active status with Medicaid, you will need to come to the clinic on an Eligibility Renewal day at the scheduled times noted on our website. You will need to provide financial documentation to update your eligibility as an uninsured patient with CrossOver. Please bring any correspondence from Medicaid showing your change in status with Medicaid.

**Q. I have Medicare and Medicaid. May I still be seen?**

A. No, we do not participate with Medicare Part B and, therefore, you will not be able to continue care at CrossOver.

**Q. May I use the pharmacy at CrossOver?**

A. No, we are not a Medicaid participating pharmacy. We will transfer your prescription to the Medicaid participating pharmacy of your choice.

**Q: Is there any cost to me for medical services?**

A: There may be a small copayment, as low as \$1.00 to \$3.00 for each service. Some plans do not require a copay. Check with your insurance plan for required copays.

**Q: How can I arrange transportation to my medical appointment at CrossOver?**

A: CrossOver does not coordinate transportation for its patients. Please call your insurance plan for more information.

**Q: Does Medicaid offer language translation services for my visit to CrossOver?**

A: CrossOver has Spanish interpreters on-site. The Medicaid MCO's can arrange for language interpretation by telephone with advanced notice. Please call your insurance plan for more information.

**Q: Who can I call if I have any problems with medical services, bills, or providers?**

A: If you are in one of the six MCO's, you can call your insurance plan customer service number, which should be on your insurance card. If you are covered under Medicaid, but are not assigned to an MCO, call the Virginia Medicaid Patient Helpline at (804) 786-6145.