



Frequently Asked Questions - Medicaid

Q: Do I have to apply for Virginia Medicaid to be a patient at CrossOver?

A: Yes, if you are eligible or may be eligible for Medicaid, you need to apply.

Q. How do I apply?

A: Go to <https://www.coverva.org/> or call 833-5CALLVA (833-522-5582). If you are a current patient and would like help with the application, you may also call 804-655-2794, option 6 to make an appointment for Medicaid enrollment.

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. If you are denied Medicaid and are not currently a CrossOver patient, please learn more about becoming an uninsured CrossOver patient [here](#).

Q: What is a Medicaid MCO (Managed Care Organization)? How do I select or change my MCO?

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 MCOs to coordinate and manage the care of its members. The MCOs in our area are: Optima Health Community Plan, Virginia Premier Health Plan, Anthem HealthKeepers Plus, United Healthcare Community Care, Aetna Better Health of Virginia and Molina Complete Care.

You can select a managed care organization during your application process or at a later date once approved. You may change your MCO during the first three months of enrollment and during every open enrollment period.

Once enrolled in a managed care organization, you will receive several items which may include: a MCO ID card (**this card is separate from the plastic blue and white card**), a MCO member handbook, and a provider directory. Please bring your card(s) 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 covers primary care, some mental health visits (not psychiatric services), preventive and some routine dental services.

Other services covered by Medicaid but not directly provided by CrossOver include: 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 family nurse practitioner Katie St. Germain are all Medicaid providers. You will still be able to see them.

Please Note: If CrossOver or Dr. Michael Murchie is not listed on your insurance card, you will need to call your insurance company to change your primary care provider. If you need assistance with this, CrossOver can help at our front desks.

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.

Q. What if I am no longer eligible for Medicaid? May I still be a CrossOver patient?

A. If you lose your active status with Medicaid, please schedule an eligibility renewal appointment at CrossOver. Please call 804-655-2794, option 6 to set this up.

Q. I have Medicare Part B 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 to \$3 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 interpretation services for my visit to CrossOver?

A: CrossOver has Spanish interpreters on-site as well as other interpretation/translation services available. Please call your insurance plan for more information. If you have an appointment outside of CrossOver and need interpretation services, assistance may be available through Medicaid. Please refer to the following document for contact information specific to each plan:

<https://www.dmas.virginia.gov/media/1715/mco-translation-interpretation-coverage-updated-3172020.pdf>

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 MCOs, 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.