

**Frequently Asked Questions ‐ Medicaid**

**Q:** Is CrossOver accepting new Medicaid patients in 2024?

A: Yes! Please call 804-655-2794 ext. 6 to make a new Medicaid patient appointment.

**Q: What do I need to know about Virginia’s end to the federal public health emergency in 2023 and its return to normal enrollment in spring 2023? What do I need to do?**

A: In spring 2023, Virginia will begin reviewing Medicaid members’ eligibility for health coverage to make sure they still qualify. Terminations will not occur prior to April 30, 2023. All CrossOver Medicaid patients are required take the following steps as soon as possible to avoid losing healthcare coverage:

1. Watch your mail for communications regarding Medicaid renewal and follow any instructions received.
2. Update your contact information with [CommonHelp](https://commonhelp.virginia.gov/) or [CoverVA](https://coverva.dmas.virginia.gov/covid-19/) or your local Department of Social Services office.
3. Renew with Medicaid as soon as possible by following any mailed instructions or by calling Cover Virginia at 1-855-242-8282 (TTY: 1-888-221-1590) or by mailing the completed form/documents to the address listed on the form or checklist by the due date.

[Click here to learn more about Medicaid’s return to normal enrollment at our website’s Medicaid Information page or visit www.crossoverministry.org/patients/medicaidinfo/.](https://www.crossoverministry.org/patients/medicaidinfo/)

**Q: What Medicaid plans does CrossOver participate with?**

1. Virginia Medicaid FFS
2. Anthem Healthkeepers Plus
3. Aetna Better Health of Virginia
4. Sentara Community Plan
5. United Healthcare Community Plan
6. Molina Healthcare

**Q: Why is this change with Medicaid happening now (spring 2023)?**

A: The federal government declared a public health emergency when the COVID-19 pandemic began. Since then, state agencies have continued health care coverage for all medical assistance programs, such as Medicaid, even for people who are no longer eligible. The period of this public health emergency has now ended, and Medicaid is returning to normal enrollment—meaning Medicaid participants must renew and enroll as they did prior to the 2020-2023 public health emergency. Please follow the steps listed in the above question to ensure you do not lose healthcare coverage or visit [www.crossoverministry.org/patients/medicaidinfo/](http://www.crossoverministry.org/patients/medicaidinfo/) for more information.

**Q: What should I do if I have followed all the steps for 2023 Medicaid renewal but have been denied? 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. Additionally, please call CrossOver to inform us of the denial, so we can schedule a financial screening renewal to continue coverage under the CrossOver umbrella. Remember to continue to be on the lookout for additional communications regarding your Medicaid case.

If you are denied Medicaid and are not currently a CrossOver patient, please learn more about becoming an uninsured CrossOver patient on our [eligibility page](https://crossoverministry.org/patients-start/eligibility/) or take our [eligibility quiz here](https://hipaa.jotform.com/221363860054148)**.** (Reminder: CrossOver does not see anyone over the FPL of 200%.)

**Q: What should I do if I have followed all the steps for 2023 Medicaid renewal and have been approved?**

A: If you are approved for Medicaid renewal, please bring the renewal letter or an updated Medicaid card (if provided one) to your next CrossOver appointment. Additionally, please continue to be on the lookout for additional communications regarding your Medicaid case.

**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://coverva.dmas.virginia.gov/](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 CrossOver at 804-655-2794, option 6 to make an appointment for Medicaid enrollment.

**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, anda 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, physician assistant Jacquelin Smith, nurse practitioner Megan Stiling, and family nurse practitioner Liz Wiebe 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 at CrossOver?**

A: No. CrossOver waives the co-payment of all Medicaid-holder patients.

**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 by checking the back of your insurance card for transportation services contact 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. If you have an appointment outside of CrossOver and need interpretation services, assistance may be available through Medicaid. Please call your insurance plan for more information. 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**](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.

Please note that CrossOver is separate from your Medicaid/insurance, and CrossOver is not responsible for bills.