



office of the state  
**OMBUDSMAN**  
LONG-TERM CARE

# Advocate Services for CCC Plus Members

The **Office of the State Long-Term Care Ombudsman** at the Virginia Department for Aging and Rehabilitative Services has independent advocates to help with information and problem solving for persons enrolled in **Commonwealth Coordinated Care Plus (CCC Plus)**, a Virginia Medicaid managed care program.

**CCC Plus** is administered by the Department of Medical Assistance Services, or DMAS. It's designed to provide Medicaid recipients with coordinated medical, behavioral health and long-term care services through a single plan offered by one of six approved providers.



To ensure **CCC Plus members** can get help from a source independent of the health plan providing the services, **Virginia's Ombudsman Program** has trained advocates to serve **CCC Plus members**. They provide confidential assistance to help beneficiaries resolve problems and obtain information about grievances and appeals.

**Advocates:**

- Help you understand your rights and benefits
- Help you resolve problems with care and services
- Help you get covered benefits such as behavioral health care, prescription drugs and long term services and supports or other urgent needs and services
- Answer questions about your plan and providers and about enrollment into CCC Plus
- Track problems reported and provide recommendations for quality improvement

**Contact an advocate if you:**

- Cannot solve a problem by talking with your health plan
- Receive bills you think the health plan should cover
- Do not know how to make a complaint
- Disagree with a plan denial of health care or service
- Have a problem and your plan has not responded to you
- Want to file a grievance or an appeal

**FOR MORE INFORMATION:**

Call (800) 552-5019 or TTY (800) 464-9950 and ask to speak to an advocate for managed care; [www.ElderRightsVa.org](http://www.ElderRightsVa.org)  
We offer translation services.

Office of the State Long-Term Care Ombudsman's Advocate Services,  
DARS, 8004 Franklin Farms Dr., Richmond, VA 23229