



Commonwealth Coordinated Care

Medicare & Medicaid working together for you

CCC coordinates care for individuals served by both Medicare *and* Medicaid *and* who meet certain eligibility requirements.

Benefits include:

- A single ID card
- One system of coordinated care and case management
- A 24/7 toll-free phone number for assistance
- Access to person-centered assistance to resolve problems related to care and services



Office of the State Long-Term
Care Ombudsman: **(800) 552-5019**
VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES



GETTING HELP

Commonwealth Coordinated Care
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I need information about CCC.
Who can help me choose the
best plan or change plans?

Anita Squire, CCC Educator, VICAP, Department for
Aging and Rehabilitative Services: (800) 552-3402

How do I enroll or disenroll
in CCC?

Maximus: (855) 889-5243

How do I return to original
Medicare and Medicaid?

Medicare: (800) 633-4227 to re-enroll or select new Part D Plan
Medicaid: (804) 786-6145

I need to talk with someone
with my health plan.

Anthem: (855) 817-5787 | TTY 711
Humana: (855) 280-4002 | TTY 711
Virginia Premier: (855) 338-6467 | TTY (800) 828-1140

Who is my Care Manager?
How can my Care Manager
help me?

Anthem: (855) 817-5787 | TTY 711
Humana: (800) 559-3581
Virginia Premier: (855) 338-6467 (Choose option 1, then option 2)

I need help with appointments,
behavioral health services,
transportation or getting
services approved.

Anthem: (855) 817-5787 | TTY 711
Logisticare (transportation): (855) 253-6861
Humana: (800) 523-0023
Virginia Premier: (855) 338-6467

I need help resolving a problem
with my care or coverage.

Susan Johnson, CCC Advocate Manager, Office of the State
Long-Term Care Ombudsman, Department for Aging and
Rehabilitative Services: (804) 662-7162, (800) 552-5019

I disagree with a decision made
by my plan or provider and I
want to appeal that decision.

Anthem: (855) 817-5787
Humana: (855) 280-4002
Virginia Premier: (855) 338-6467
Susan Johnson, CCC Advocate Manager,
LTCOP-DARS: (804) 662-7162, (800) 552-5019



**For more information, contact Susan Johnson, CCC Advocate Manager,
at (804) 662-7162 or (800) 552-5019, FAX (804) 662-9140,
TTY toll-free (800) 464-9950, or visit www.elderrightsva.org**