

# VIRGINIA MEDICAID MANAGED CARE QUALITY

## MEDALLION 4.0 CONSUMER DECISION SUPPORT TOOL 2022–2023

### Comparing Virginia Medicaid Managed Care Organizations

Choosing a managed care organization (Medallion 4.0 MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid Medallion 4.0 MCO. This tool shows how well the different Medallion 4.0 MCOs provide care and services in various performance areas. The ratings for each area summarize how the Medallion 4.0 MCO performs on a number of related standards.

#### Key

Highest Performance  
 High Performance  
 Average Performance  
 Low Performance  
 Lowest Performance



Medallion 4.0 MCO	Accreditation Level	Overall Rating*	Doctors' Communication	Getting Care	Keeping Kids Healthy	Living With Illness	Taking Care of Women
Aetna	Accredited	★★★	★★★	★★★	★★★	★★★	★★★★★
HealthKeepers	Accredited	★★★★★	★★★	★★★★★	★★★★★	★★★	★★★★★
Molina	Accredited	★	★★★	★	★	★	★
Optima	Accredited	★★★	★★★	★★★★★	★★	★★★	★
United	Accredited	★★★	★★★	★★★	★★★★★	★★★★★	★★★
VA Premier	Accredited	★★★★★	★★★	★★★	★★★	★★★★★	★★★★★

\*This rating includes all categories, as well as how the member feels about their MCO and the healthcare they received.

### What is Measured in Each Performance Area?

#### Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctors

#### Getting Care

- Members get the care they need, when they need it
- Members with behavioral health conditions get the follow-up care they need

#### Keeping Kids Healthy

- Children get regular checkups and important shots that help protect them against serious illness
- Children on antipsychotics get appropriate treatment

#### Living With Illness

- Members with asthma, diabetes, high blood pressure, and depression get the care they need by getting tests, checkups, and the right medicine

#### Taking Care of Women

- Women get tests for breast and cervical cancer to help find these diseases early
- Moms get care before and after their baby is born to help keep mom and baby healthy

## Choosing a Medicaid Managed Care Organization

Your health care is important, and choosing the Medallion 4.0 MCO that best meets your needs is also important. Here are some questions to ask yourself before you pick a Medallion 4.0 MCO:

- How well did each Medallion 4.0 MCO perform in each performance area in this tool?
- Which Medallion 4.0 MCO has all or most of the doctors, providers, and hospitals that my family and I visit?
- Which Medallion 4.0 MCO has doctors with office hours and locations that are convenient for my family and me?
- Which Medallion 4.0 MCO offers extra services that I want to use?

You may have other questions or concerns that are important to you. You can contact the Medallion 4.0 MCOs using the information below. They can tell you which doctors are available to you and what extra services they offer. You can also call the **Medicaid Managed Care HelpLine** at 1-800-643-2273. HelpLine staff can answer your questions and help you decide which Medallion 4.0 MCO is best for you and your family.

Medallion 4.0 MCO	Contact Information
<b>Aetna Better Health of Virginia (Aetna)</b>	1-800-279-1878 <a href="http://www.aetnabetterhealth.com/virginia">www.aetnabetterhealth.com/virginia</a>
<b>HealthKeepers, Inc. (HealthKeepers)</b>	1-800-901-0020 <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>
<b>Molina Complete Care (Molina)</b>	1-800-424-4524 <a href="http://www.molinahealthcare.com/members/va/en-us/mem/medicaid/medicaid.aspx">www.molinahealthcare.com/members/va/en-us/mem/medicaid/medicaid.aspx</a>
<b>Optima Health (Optima)</b>	1-800-881-2166 <a href="http://www.optimahealth.com/plans/family-care">www.optimahealth.com/plans/family-care</a>
<b>UnitedHealthcare of the Mid-Atlantic, Inc. (United)</b>	1-844-752-9434 <a href="http://www.uhccommunityplan.com/va">www.uhccommunityplan.com/va</a>
<b>Virginia Premier Health Plan, Inc. (VA Premier)</b>	1-800-727-7536 <a href="http://www.virginiapremier.com">www.virginiapremier.com</a>

Information as of September 2022



### For More Information:

Visit the Virginia Department of Medical Assistance Services online at: [www.dmas.virginia.gov](http://www.dmas.virginia.gov) and Virginia's Medicaid Managed Care online at: [www.virginiamanagedcare.com](http://www.virginiamanagedcare.com).

### About This Tool

The 2022–2023 Virginia Medallion 4.0 MCO Consumer Decision Support Tool utilizes results from Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®). Calendar year 2021 data were used to derive 2022 reporting year rates. This report was compiled by Health Services Advisory Group, Inc. (HSAG) in collaboration with the Department of Medical Assistance Services (DMAS).

### About the Accreditation Levels

Accreditation levels as of September 2022 are based on compliance with the National Committee for Quality Assurance's (NCQA's) rigorous requirements and the MCOs performance on HEDIS® measures. The highest level of accreditation an MCO can receive is Accredited, followed by Provisional. For more information regarding accreditation levels as of September 2022, visit: [www.ncqa.org/wp-content/uploads/2020/09/20200915\\_HPA\\_Advertising\\_and\\_Marketing\\_Guidelines.pdf](http://www.ncqa.org/wp-content/uploads/2020/09/20200915_HPA_Advertising_and_Marketing_Guidelines.pdf).