

VIRGINIA MEDICAID MANAGED CARE QUALITY

CARDINAL CARE CONSUMER DECISION SUPPORT TOOL 2023–2024

Comparing Virginia Medicaid Managed Care Organizations

This tool is for you if you are seeking coverage for someone who is in the following groups: former CCC Plus (MLTSS) member, over age 65, have a disability, receiving long-term services or supports, or have a health condition with a functional impairment. Choosing a managed care organization (MCO) that works best for you and your family is important. This tool is designed to help eligible members choose a Medicaid Cardinal Care MCO. This tool shows how well the different Cardinal Care MCOs provide care and services in various performance areas. The ratings for each area summarize how the Cardinal Care MCO performs on a number of related standards.

Key

Highest Performance



High Performance



Average Performance



Low Performance



Lowest Performance



MCO	Accreditation Level	Overall Rating*	Doctors' Communication	Access and Preventive Care	Behavioral Health	Taking Care of Children	Living With Illness
Aetna	Accredited	★★★	★★★	★★★	★★★★	★★★★	★★★★
HealthKeepers	Accredited	★★★★	★★★	★★★	★★★★★	★★★★★	★★★★
Molina	Accredited	★	—	★★	★	★★	★★
Sentara**	Accredited	★★★★	★★★	★★★★	★★★	★	★
United	Accredited	★★★	—	★★★	★★★	★★★★	★★★★★

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

**Prior to January 1, 2024, Sentara was known as Optima. Ratings for Sentara are based off data for members enrolled in both Optima and VA Premier in 2022.

— Indicates the MCO did not have enough data to receive a rating.

What is Measured in Each Performance Area?

Doctors' Communication

- Doctors explain things well to members
- How happy members are with their doctors
- Doctors involve the family in their child's care

Access and Preventive Care

- Members get the care they need, when they need it
- Members get screenings and tests for cancers and illnesses
- Members get the right medicines and services

Behavioral Health

- Members with behavioral health conditions get the follow-up care and medicines they need

Taking Care of Children

- Children get regular checkups and important shots that help protect them against serious illness
- Children on antipsychotics get the checkups they need

Living With Illness

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

Choosing a Medicaid Managed Care Organization

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

- How well did each MCO perform in each performance area in this tool?
- Which MCO has all or most of the doctors, providers, and hospitals that my family member visits?
- Which MCO has doctors with office hours and locations that are convenient for my family member?
- Which 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 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 **Managed Care HelpLine** at 1-800-643-2273. HelpLine staff can answer your questions and help you decide which Cardinal Care MCO is best for you and your family.

MCO	Contact Information
Aetna Better Health of Virginia (Aetna)	1-800-279-1878 www.aetnabetterhealth.com/virginia
HealthKeepers, Inc. (HealthKeepers)	1-800-901-0020 mss.anthem.com/va/virginia-home.html
Molina Complete Care of Virginia (Molina)	1-800-424-4518 www.molinahealthcare.com/members/va/en-us/mem/medicaid/medicaid.aspx
Sentara Community Plan (Sentara)	1-800-881-2166 www.sentarahealthplans.com/members/medicaid
UnitedHealthcare of the Mid-Atlantic, Inc. (United)	1-844-752-9434 www.uhc.com/communityplan/virginia

Information as of January 2024



For More Information:

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

About This Tool

The 2023–2024 Virginia Cardinal Care 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 2022 data submitted by the CCC Plus (MLTSS) MCOs were used to derive 2023 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 January 2024 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 January 2024, visit: reportcards.ncqa.org/glossary.