



Welcome to Virginia Premier

Empowering your health care

Virginia Premier **makes it easy**

As a health care organization powered by the innovation of VCU Health, we understand the importance of accessible, high-quality care. This is why we make healthy living easy with the support of our locally-based care coordinators who live and work in your community. We are your neighbors, after all, and that's how we care for you. To make the most of your health coverage, and to make it easy, we offer:



Transportation

- Need a ride? Virginia Premier offers our own safe transit to and from medical visits, health and wellness events, and education sessions.
- Call us at 1-877-719-7358 (TTY: 711), Monday - Friday, 8 am - 8 pm to set up a ride. (Note: Trips need to be set up at least 3 business days beforehand. Weekends and holidays do not count toward these days.)



Dental

- One oral exam; one cleaning per year; one set of bitewing x-rays per year (for members over 21 years old).
- For intellectually/developmentally disabled members, your Care Coordinator can attend your first dental visit to help ease anxiety (for members over 21 years old).
- Dental sedation will be provided for the above services for individuals over the age of 21 who could not have dental care without sedation.



Vision

- Exam, lenses, and frames every 24 months (Diabetics can receive 1 exam every year). \$100 for frames or contact lenses every 24 months toward these days.)



Food Assistance Program

- Up to 14 days of meals provided to members identified upon hospital discharge as having food inadequacy needs. Available to members aged 21 and older.



Premier Wellness

- Fitness program tailored to your health needs.
- Health and Wellness programs, including smoking cessation available to all members



Chronic Care Management

- Personal coaching with a registered nurse to help you manage chronic conditions. Your nurse can help you take advantage of your benefits and connect you with other services. You will develop an action plan to manage symptoms, know when to call the doctor, avoid problems and help you feel better.



Healthy Heartbeats

- Through Healthy Heartbeats, our prenatal program, our staff works closely with you over the phone or in your home to help you have a healthy pregnancy and a healthy baby. Have fun and learn with other moms at baby showers, and earn incentives for taking care of yourself.
- To learn more, call us Monday - Friday, 8 am - 8 pm at 1-877-719-7358 (TTY: 711).

If you would like a full list of benefits, please visit our website at VirginiaPremier.com or call Member Services at **1-877-719-7358 (TTY: 711)**, Monday - Friday, 8 am - 8 pm to request that our Member Handbook be mailed to you.

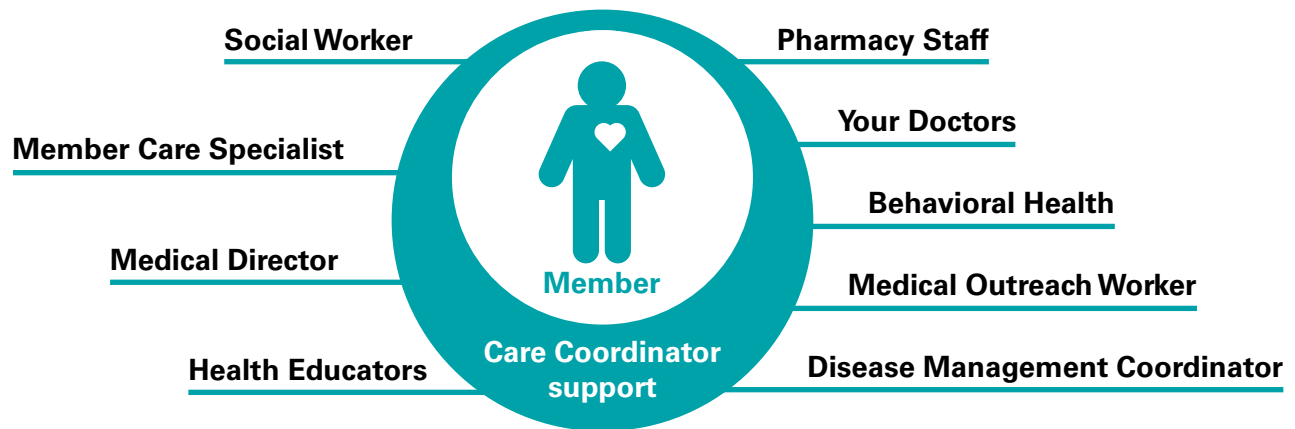
Your care team

With Virginia Premier, you'll get a team of health care workers focused on meeting your needs. This team is called your Interdisciplinary Care Team (ICT).

On your team you'll always have a doctor and a care coordinator. But based on your unique health care needs, there may be more team members involved. You, your family, and/or your caregiver will also be part of this team, and everyone will work together to create your care plan.

Many of the members of your team will be the ones providing your care, so you will get to know your team well. Together, you will all make sure that you're staying on track so that you can live your best life.

Your Interdisciplinary Care Team (ICT)



Choosing your doctor

To begin services, choosing your main doctor, or Primary Care Provider (PCP), is the first step. If you do not have a PCP we will be happy to help you. You can contact Member Services at 1-877-719-7358 (TTY: 711), Monday - Friday, 8 am - 8 pm or you can access our online provider directory at VirginiaPremier.com. The provider directory includes a list of all of the doctors, clinics, hospitals, labs, specialists, long-term services and supports providers, and other providers who work with Virginia Premier.

If you have both Medicare and Medicaid through Virginia Premier, then all of your services will be covered and coordinated in one place. You will not need to use your Medicaid or Medicare card. You will only need your Virginia Premier Advantage Elite ID card at medical appointments (i.e. PCP visit, specialist, hospital) and when getting prescriptions filled.

If you are enrolled in another plan that covers your Medicare benefits, some of your services will be covered by Virginia Premier and some by your other plan. Be sure to bring both your Medicare ID and your Virginia Premier ID card when accessing services.

Medicare	If you have Medicare, simply call Member Services or your Care Coordinator to let them know the name and contact information for your PCP. We will coordinate your care with your Medicare-assigned PCP.
Medicaid	If you do not have Medicare, you need to choose a PCP that is in Virginia Premier's network. You can continue to see your current PCP during the continuity of care period even if they are not in the Virginia Premier network. For Member's enrolled before April 1, 2018, the continuity of care period is 90 days. For Member's enrolled on and after April 1, 2018, the continuity of care period is 30 days. Your Care Coordinator can help you find a PCP in our network. At the end of the continuity of care period, if you do not choose a PCP in the Virginia Premier network, we will assign a PCP to you.

Important phone numbers:

Member Services

1-877-719-7358 (TTY 711), Monday through Friday, 8:00 am to 8:00 pm

Nurse Advice Line

1-800-256-1982

CCC Plus Helpline

1-844-374-9159 or visit the website at cccplusva.com

Care Coordination

1-877-719-7358

Transportation

1-877-719-7358, press Option #2

Behavioral Health Crisis Line

1-844-513-4949



Si usted necesita asistencia en Español respecto a esta carta, favor llamarnos al 1-877-719-7358 (TTY: 711) y oprimir la opción 7 para ser conectado con un Representante Bilingüe.