

# MCO CASE MANAGEMENT

## FOR YOUTH IN FOSTER CARE & ADOPTION ASSISTANCE

### WHAT IS AN MCO?

A Managed Care Organization (MCO) is a health insurance plan with a group of physicians and other providers who work collaboratively to deliver health care services to their members.

DMAS contracts with six (6) MCOs to provide insurance benefits to Medicaid and Family Access to Medical Insurance Security (FAMIS) members, including those in Foster Care and Adoption Assistance.



### WHAT IS CASE MANAGEMENT?

Collaboration among youth and foster family (or other placement provider), local Department of Social Services (DSS) worker, and other providers to ensure appropriate, quality, and timely health care services and other resources are provided.

All youth in foster care are assigned an MCO case manager. An exception is youth placed in Residential Treatment Facilities, who receive coverage directly through Medicaid (fee-for-service). These youth can receive care coordination from [Magellan of Virginia](#).

Contact your health plan to see who your assigned Case Manager is:

There is no associated cost and services are confidential.

[Aetna Better Health](#)  
800-279-1878

[Molina Complete Care](#)  
800-424-4518

[UnitedHealthcare](#)  
844-752-9434

[Anthem Healthkeepers Plus](#)  
800-901-0020

[Optima Health](#)  
800-881-2166

[Virginia Premier](#)  
800-727-7536

# HOW CAN A CASE MANAGER HELP?

A case manager is a health plan employee who is a health professional with expertise in behavioral health concerns, child welfare, and pediatric specialties.

## IDENTIFY PROVIDERS

Such as primary care physicians, dentists, therapists, or specialists. Additionally, case managers can connect you to individualized behavioral health services.

## RESOLVE BARRIERS TO TREATMENT

Such as billing and pharmacy issues, changing doctors, or referrals to specialists.

## PROVIDE EDUCATION

About health benefits and other community resources like food, education, and housing.

## ADDITIONAL SERVICES

24-hr nurse advice line, toll free member helplines, disease management programs (asthma, diabetes, obesity), assistance ordering new insurance card, and more.

# SUPPORT FOR TRANSITION AGE YOUTH

MCO case managers assist with the successful transition from youth to adulthood, beginning by age 17:



## HELPFUL RESOURCES:

- Independent Living
  - [Foster My Future](#)
  - [VDSS Services - Older Youth](#)
  - [ProjectLIFE](#)
  - [UHC On My Way](#)
  - [Great Expectations](#)

- Coverage Info
  - [Managed Care Helpline](#)  
1-800-643-2273  
(TTY: 1-800-817-6608)  
Open Mon-Fri, 8:30am-6:00pm  
\*for additional info & to change MCOs
  - [CoverVA](#)
  - [CommonHelp](#)

- Other
  - [Local CSBs](#)
  - [United Way 211](#)
  - [Infant Toddler Connection](#)