



office of the state
OMBUDSMAN
LONG-TERM CARE



CardinalCare
Virginia's Medicaid Program

Advocate Services for Cardinal Care Members

The **Office of the State Long-Term Care Ombudsman** at the Virginia Department for Aging and Rehabilitative Services has independent advocates to help with information and problem solving for persons enrolled in **Cardinal Care**, a Virginia Medicaid managed care program.

Cardinal Care is administered by the Department of Medical Assistance Services, or DMAS. It's designed to provide Medicaid recipients with coordinated medical, behavioral health and long-term care services through a single plan offered by approved providers.



To ensure **Cardinal Care members** can get help from a source independent of the health plan providing the services, **Virginia's Ombudsman Program** has trained advocates to serve **Cardinal Care members**. They provide confidential assistance to help beneficiaries resolve problems and obtain information about grievances and appeals.

Advocates:

- Help you understand your rights and benefits
- Help you resolve problems with care and services
- Help you get covered benefits such as behavioral health care, prescription drugs and long term services and supports or other urgent needs and services
- Answer questions about your plan and providers and about enrollment into Cardinal Care
- Track problems reported and provide recommendations for quality improvement

Contact an advocate if you:

- Cannot solve a problem by talking with your health plan
- Receive bills you think the health plan should cover
- Disagree with a plan denial of health care or service
- Have a problem and your plan has not responded to you
- Want to file a grievance (complaint) or an appeal



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FOR MORE INFORMATION:

Call (800) 552-5019 or TTY (800) 464-9950 and ask to speak to an advocate for managed care. Translation services available.
www.ElderRightsVa.org



DARS
VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

Office of the State Long-Term Care Ombudsman's Advocate Services
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