

CCC Plus Transportation Contacts

(For DD Waiver Services, Contact Logisticare at the number shown below*)

CCC Plus Transportation	Reservation Numbers	Details
Aetna Better Health of Virginia <i>Broker - Logisticare</i>	(800) 734-0430 Option 1	All ages and all levels of service*
Anthem HealthKeepers <i>Broker- Southeastrans</i>	(855) 325-7581	All ages and all levels of service*
Magellan Complete Care of Virginia <i>Broker - Veyo</i>	(877) 796-5843	All ages and all levels of service*
Optima Health <i>Broker- Southeastrans</i>	(855) 325-7558	All ages and all levels of service*
United Healthcare Regions <i>Broker - Liberty Central, Roanoke/ Alleghany, and Southwest Regions</i>	(855) 855-9080	All ages and all levels of service*
United Healthcare Regions 1,3,6 <i>Broker – MTM Tidewater, Charlottesville/ Western and Northern/Winchester Regions</i>	(888) 258-0521	All ages and all levels of service*
Virginia Premier <i>Broker – Virginia Premier (internal)</i>	(877) 719-7358	All ages and all levels of service*
*Call LogistiCare for DD Waiver Services	(866) 386-8331	Transportation to/ from DD Waiver Services for CCC Plus Members

Ride Assist Number: (Running late, what time is my pick-up, I have a complaint, etc.)

CCC Plus	Ride Assist-Where's My Ride Numbers
Aetna Better Health of Virginia	(800) 734-0430 Option 2
Anthem HealthKeepers	(855) 325-7581 Option 1
Magellan Complete Care of Virginia	(877) 796-5844 (TTY- (866) 288-3133)
Optima Health -	(855)-325-7558 Option 1
United Healthcare CCC Plus Regions 2,4,5	(844) 943-9565
United Healthcare CCC Plus Regions 1,3,6	(888) 258-0521
Virginia Premier CCC Plus	(877) 719 7358 (Option 1, then Option 2, then Option 3)
*Call LogistiCare for DD Waiver Services	(866) 246-9979

CCC Plus Care Coordinator

If you or the member have questions or concerns, please use the following Care Coordination Phone line to get in touch with a Member's Care Coordinator.

CCC Plus Care Coordination					
Aetna	Anthem	Magellan	Optima	United HealthCare	VA Premier
1-855-652-8249 press #1 and ask for Care Coordinator	1-855-323-4687 Press #4	866-622-7982	757-552-8398 OR Toll Free 866-546-7924	877-843-4366	1-877-719-7358 Select option for Care Management

If you have questions or concerns about CCC Plus for the Department of Medical Assistance Services, please email the CCC Plus inbox, cccplus@dmas.virginia.gov for assistance.