



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Jim Justice  
Governor

Bureau for Medical Services - Commissioner's Office  
350 Capitol Street - Room 251  
Charleston, West Virginia 25301-3706

Bill J. Crouch  
Cabinet Secretary

**Medicaid payments for your pharmacy services are changing.**

Dear Member,

If you receive pharmacy services from your Managed Care Organization (MCO), you will begin receiving these services through traditional Medicaid starting **July 1, 2017**. Your MCO will continue to provide your other medical services and help with coordinating your care.

You will not experience any change in your ability to access your pharmacy services or medications. Here are some things to know about the pharmacy services update:

- You can continue to go to your current pharmacy.
- Your pharmacist will be billing a different company. They will use your traditional Medicaid number located on your blue Medicaid card. Take this card with you to the pharmacy if you have it.

The way you get medical, dental and behavioral health services will not change. Your MCO will be sending you a new card with an updated phone number for pharmacy services.

If you have any questions, you can call the Molina Help Desk at 1-888-483-0797. Molina is now responsible for paying for your pharmacy services. **Again, only the payer of the service is changing, not your Medicaid coverage.**

Sincerely,

West Virginia Medicaid

Questions? Call **1-888-483-0797**