

SUMMER 2018

# MY HEALTH

[www.unicare.com/medicaid](http://www.unicare.com/medicaid)

## YOU CAN GET IMPORTANT MESSAGES WITH HEALTH CROWD

UniCare Health Plan of West Virginia, Inc. wants to communicate with you in the way that's most convenient for you. If you prefer to receive texts, you're not alone.

UniCare will send texts with important information about your health care and benefits.

We're currently sending you **free texts** about:

- Personalized messages based on your health status
- Incentives and rewards you can earn

In the future, you may receive **free texts** about:

- New benefits
- Changes to current benefits
- Emergency notices
- Reminders to renew your coverage on time
- Invitations to health fairs and educational classes



It doesn't cost you anything to receive these texts. For more information, you can contact the Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634).

**And please remember:  
Never text while driving.**



**Customer Care Center:** 1-800-782-0095 (TTY 1-866-368-1634)

**24-hour nurse help line:** 1-888-850-1108 (TTY 1-800-368-4424)

# HOW DO I KEEP MY UNICARE COVERAGE?

WE'RE GLAD YOU'RE PART OF THE UNICARE FAMILY.  
We don't want you to lose your health care coverage.

The West Virginia Department of Health and Human Resources (DHHR) determines whether you're still eligible for benefits throughout the year by mailing you a letter. To keep your benefits, follow the instructions in the letter.

## STEP 1:

Check your mail:



You'll get a reminder letter to renew your coverage. The letter will come around the month you became eligible for Medicaid.

## STEP 2:

When you get your letter, please renew your coverage. There are three ways to renew:

**1. Renew online — the easiest, fastest way to renew:**

Log in to your account at [wvinroads.org](https://wvinroads.org).

**2. Renew in person:**

The letter will have a date and time for you to renew your coverage at your local DHHR office or with your case worker. If the date and time don't work for you, call DHHR right away to reschedule.

**If you don't get a letter**, call or visit your local DHHR office.

Go to <https://dhhr.wv.gov/bcf/Pages/default.aspx> to find your local office's phone number and location.

**3. Renew by phone:**

Call the state enrollment broker at 1-800-449-8466 (TTY 1-304-344-0015) from 8 a.m. to 6 p.m. Eastern time Monday through Friday.





# HOW DOES UNICARE DECIDE WHETHER TO COVER A TREATMENT, PROCEDURE OR HOSPITAL STAY?

Utilization Management (UM) is a review process that helps decide whether certain outpatient care services, inpatient hospital stays or procedures are medically needed and covered by UniCare.

Decisions are only based on standards of care taken from:

- Medical policies
- National clinical guidelines
- Your health benefits



To learn more about UM or a UM request, call us toll free at 1-800-782-0095 (TTY 1-866-368-1634) from 8 a.m. to 5 p.m. Monday through Friday. If you'd like to talk to someone in a language other than English, ask for an interpreter in your language.

Employees, consultants or other providers aren't rewarded or offered money or other incentives to deny care or services. They're also not rewarded for supporting decisions that result in the use of fewer or less costly services.

# WHAT QUESTIONS DO YOU HAVE ABOUT YOUR COVERAGE?



## YOUR BENEFITS INCLUDE PRIMARY AND SPECIALTY CARE, HOSPITAL, MENTAL HEALTH AND OTHER SERVICES.

We can answer your questions about the following:

- How we qualify our network providers.
- How to find your primary care provider (PCP), schedule appointments and get care.
- What to do when you're out of the plan's service area.
- Information on emergency care and 911 services.
- Access to care after office hours.
- The process and forms for filing a complaint or appealing a decision.
- Your pharmacy benefits and preferred drug lists.
- How to voice a complaint or appeal a decision.
- How we protect your privacy.
- Our Quality Improvement programs. You can see how we use this information to help improve the quality of benefits and services.

You can also learn more by:



Visiting [www.unicare.com/medicaid](http://www.unicare.com/medicaid)



Viewing your member handbook



Calling us at the number on the back of your member ID card

If you or someone you're helping has questions about UniCare, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-782-0095 (TTY 1-866-368-1634).





## YOU CAN LEARN MORE ABOUT YOUR RIGHTS



We want you to know what your rights and responsibilities are as a UniCare member.

To learn more about your rights, you can visit [www.unicare.com/medicaid](http://www.unicare.com/medicaid).  
Then click Benefits, Member handbooks & resources, and Member Handbook.

You can also call us at 1-800-782-0095 (TTY 1-866-368-1634) for a paper copy.





An Anthem Company

P.O. Box 91  
Charleston, WV 25321-0091

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## Do you need help with your health care, talking with us, or reading what we send you?

We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-800-782-0095 (TTY 1-866-368-1634).



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The information in this newsletter is meant to educate. It is not meant as medical advice. Please check with your doctor for any advice about your health. Your health plan may not cover some types of care. Check your member handbook for details about what benefits your health plan covers and what it does not cover.

With the exception of [www.unicare.com/medicaid](http://www.unicare.com/medicaid), the websites referred to in this newsletter are websites of independent entities and not affiliated with UniCare.

Copies of any type of member information are made available (at no cost) upon request for translation, Braille, large print or audio format. Just call the Customer Care Center. We can answer any of your questions about your plan. If you have hearing or speech loss, call the TTY line.

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UniCare Health Plan of West Virginia, Inc.