



Please note this change to your handbook.

It's important to us to keep you informed in a timely manner when there are changes to your plan benefits. There is an update to the grievance written decision notice timeframe listed in this member handbook.

When you file a grievance, UniCare Health Plan of West Virginia, Inc. must give you written notice of a decision within 90 calendar days.

UniCare will continue to support you with your same plan benefits and services. Your benefits have not changed.

If you have questions, call our Customer Care Center at **800-782-0095 (TTY 711)** Monday through Friday from 8 a.m. to 6 p.m. Eastern time or visit our website at **unicare.com/wv**.

Do you need help with your healthcare, 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 800-782-0095 (TTY 711).

UniCare Health Plan of West Virginia, Inc.