

Important plan information



Summary of member handbook changes

Please see this document for the most up-to-date content for your UniCare Health Plan of West Virginia, Inc. member handbook. Keep this document with your member handbook for your reference. You can always find the latest member handbook online at unicare.com/wv.

If you would like an updated, printed copy of your handbook, please call the Customer Care Center toll free at **800-782-0095 (TTY 711)** Monday through Friday from 8 a.m. to 6 p.m. Eastern time. We will mail you one for free.

Section/topic	Changes
Behavioral health	<p>Behavioral health — 988 Suicide and Crisis Lifeline: The 988 Suicide and Crisis Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, seven days a week, across the United States.</p> <p>Do you need help? If you are having suicidal thoughts, or are worried about a friend or loved one who may be thinking about suicide, contact the 988 Suicide and Crisis Lifeline for support. Please do not delay.</p> <p>Call or text 988 to reach the 988 Suicide and Crisis Lifeline.</p> <p>Visit 988lifeline.org/talk-to-someone-now for additional information and resources for the 988 Suicide and Crisis Lifeline.</p>
Renewing your benefits	<p>As of November 2022, the WV Path website has been updated to wvpath.wv.gov. To apply or renew for your Medicaid or WVCHIP benefits, please use wvpath.wv.gov.</p> <p>Renew your benefits</p> <ul style="list-style-type: none">• Online: The easiest, fastest way to renew. Log in to your Optum GovID account at wvpath.wv.gov. You can also create an Optum GovID account if you don't already have one.• In person: The letter will have a date and time for you to renew your coverage at your local Department of Health and Human Resources (DHHR) office or with your case worker. If the dates 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.

Section/topic	Changes
	<ul style="list-style-type: none"><li data-bbox="516 237 1325 348">• By phone: Call DHHR Customer Service at 877-716-1212. Monday through Friday from 8 a.m. to 5 p.m. Eastern time. <p data-bbox="467 375 1414 447">If you have renewal or eligibility questions, call DHHR Customer Service at 877-716-1212.</p>