WELCOME TO YOUR HEALTH PLAN

unicare.com/wv

UNICARE®

WE'RE GLAD YOU'RE HERE

Let's get set and get going with UniCare Health Plan of West Virginia, Inc. so you can start using your health plan and benefits today.

Scan here for a short video to get started with your plan.

Now that you're enrolled, get started with this

QUICK CHECKLIST

- [ ] Find your member ID card in this packet, or contact us if you did not receive it.

- [ ] Create your online account by visiting **unicare.com/wv**.

- [ ] Schedule a checkup with your main provider (primary care provider or PCP) listed on your ID card. If you need to update your PCP, you can do that in your online account or by calling the Customer Care Center at the number on your ID card.

- [ ] Complete your Health Screener to get personal care based on your health needs.

Need help?
Live chat with us anytime on
unicare.com/wv.

MANAGE YOUR PLAN ONLINE

Once your account is created, you can go online to:

- View and share your digital ID card.
- Find or change your PCP (main provider).
- Find a provider, hospital, or specialist close by.
- Access case management that helps coordinate healthcare services. You can refer yourself, or a provider can refer you.
- View your member rights and responsibilities and our privacy notice.

You can also check the *Benefits* page to view your member handbook and important information like:

- Any kind of care that might not be covered under Medicaid.
- How to submit a claim, how to get approval for care before you receive it, and costs you might have to pay.
- Chat with us live or send us secure messages.

Visit **unicare.com/wv** to access your account, view your member handbook, and find other important information.

THREE WAYS TO REGISTER YOUR ACCOUNT:

①
Visit
unicare.com/wv.

②
Download the
SydneySM **Health**
mobile app.

③
Scan the
QR code.

GET TO KNOW YOUR PHARMACY BENEFITS

We cover:
- Medicine you get as part of a hospital stay.
- Injectable medicine you get at the doctor's office.

Medicaid and WVCHIP members: Your prescription pharmacy benefits are managed by Gainwell Technologies, Inc. To learn more about your prescription pharmacy benefits, call Gainwell Technologies at **888-483-0797**.

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WHERE TO GO FOR CARE

Primary care provider
- Visit for a wellness checkup
- Average wait time: 18 minutes

Urgent care
- Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed
- Average wait time: 30 minutes

Emergency room
- Go to the nearest ER or call 911 for concerns such as chest pain, trouble breathing, heart attack, or broken bones
- Average wait time for nonemergencies: 2–3 hours

Have questions for a nurse? Call 24-hour nurse help line at **888-850-1108 (TTY 711).**
If you feel your health concern is life threatening, go to the ER or call **911.**

Language support

If you're not fluent in English, or if you need help with your healthcare, talking with us, or reading what we send to you, don't worry. We provide our materials in other languages and formats, including Braille, large print, and audio, at no cost to you. Call us toll free at **800-782-0095 (TTY 711)**.

Si no habla con fluidez el inglés, o si necesita ayuda con su cuidado médico, para hablar con nosotros o leer lo que le enviamos, no se preocupe. Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letra grande y audio sin costo para usted. Llámenos gratuitamente al **800-782-0095 (TTY 711)**.

Have you moved? Has your phone number changed? Let us know.

First, log in to your account at wvpath.wv.gov to update your information. Then call **800-782-0095 (TTY 711)** to let us know what has changed.

Want a printed copy of your handbook or provider directory?

Log in to **unicare.com/wv** to live chat with us or send a secure message. You can also call the Customer Care Center at the number listed on your ID card.

Need help?
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unicare.com/wv.

GET SET UP WITH YOUR PROVIDER

Help your provider learn about you and your medical history by scheduling a checkup. You could even earn rewards for the visit.

To find other medical care near you — even if you're not in your usual area — use the Find a Doctor tool to search for primary care, behavioral health, and other providers, specialists, and hospitals in your plan.

unicare.com/wv

Need a ride to your appointment?

Learn more about your transportation benefits included in your UniCare plan at **unicare.com/wv**.

Complete your Health Screener.

The Health Screener is a series of questions that helps us understand your health needs. Plus, you can earn a reward for completing it.

Log in to your account at **unicare.com/wv**. Go to *My Health Dashboard,* then *Programs,* and *Health Screener.*

LEARN ALL ABOUT YOUR BENEFITS

Find a list of all your benefits, services, resources, and more in the member handbook or the member website, **unicare.com/wv**.

Limits and restrictions apply. Benefits may change.

Now that you're with UniCare, you're getting all the Medicaid benefits:

- Provider and hospital visits
- Prenatal care if you are pregnant, and postpartum care if you just had a baby
- Health education with emotional and behavioral health services

You also have benefits to help you — all at no cost. For instance, you could receive:

- Help finding free or low-cost services like food, jobs, and housing with the Community Resource Link tool.
- Gift cards through our Healthy Rewards program for completing certain health activities.

There are also benefits you might be surprised to know about, like:

- Voucher with up to $50 to purchase personal hygiene products for members 5 and older for completing an annual wellness exam.
- Baby Essentials gift card with up to $170 toward baby items, such as a portable crib, car seat, and diapers, for completing six prenatal visits.
- Up to $100 in gas cards to help with transportation needs.

Go to the Benefit Reward Hub at **unicare.com/wv** and learn how to earn rewards for using your benefits.

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unicare.com/wv
800-782-0095 (TTY 711)
Monday through Friday, 8 a.m. to 6 p.m. Eastern time

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UniCare Health Plan of West Virgina, Inc.