



February 27, 2019

UniCare Health Plan of West Virginia, Inc. (UniCare) is pleased to present our 2018 annual report to the West Virginia Department of Health and Human Resources.

This report includes summary information with respect to health care services, facilities, personnel and member grievances for the year ending December 31, 2018.

Health care services, facilities and personnel

UniCare is dedicated to providing access to high quality health care for individuals and families who are eligible for Medicaid. Located in West Virginia, UniCare is an affiliated plan of Anthem, Inc., one of the nation's largest publicly traded managed health care companies.

Beyond the benefits required by the state, UniCare offers health education and disease management programs to help members cope with chronic conditions like asthma and diabetes. If members have special health needs, a case manager will work with them and their doctor to set up a plan of care that will best meet their needs. We send reminders for care and offer members gift card rewards just for going to certain checkups on time.

For us, a friendly Customer Care Center to take incoming member and provider calls isn't enough. We also give our members and providers a local presence in Charleston. UniCare provides access and convenience for members and providers, who are welcome to either call or walk in with their questions and requests for materials.

What members get with UniCare:

- A primary care provider (PCP) they choose
- Hundreds of doctors to choose from
- Hospitalization
- Specialist services
- Chiropractic services
- Immunizations
- Eyeglasses once a year for children and medically necessary vision care for adults
- Dental care for children, prenatal/postpartum women and emergency dental services for adults

We also provide our members with extra benefits at no cost to them:

- Weight Watchers® meetings — UniCare has teamed up with Weight Watchers to help eligible members lose weight.
- Gym vouchers including Anytime Fitness® gyms for age 18 and over in participating areas.

- Boys & Girls Club memberships for members age 6-18 at participating WV clubs.
- Dental hygiene kit for children age 6-10 and electric toothbrushes for adults 21 years of ages and older.
- Up to \$100 towards the purchase of hypoallergenic bedding for members with asthma.
- Cellphone — Members who sign up for SafeLink communication services and qualify for the standard services offered through SafeLink may qualify for additional benefits through UniCare. These benefits include free nationwide texting (including health reminders from UniCare) and unlimited minutes when calling the Customer Care Center.
- Gift card rewards — Available to members just for going to checkups on time.
- 24-hour nurse help line — Members can call our 24-hour nurse help line seven days a week at 1-888-850-1108 (TTY 1-800-368-4424) for confidential medical advice when they need it.

New members receive a member handbook and evidence of coverage (EOC) upon enrollment with the plan. Existing members are welcome to call our Customer Care Center at 1-800-782-0095 (TTY 1-866-368-1634) to ask any questions, obtain a current EOC or obtain any other information to help them maintain a healthy lifestyle.

Resolving member complaints

Members or their designated representatives may file a complaint, or grievance, with UniCare or its contracted providers by phone, fax, or mail. Members can also download a grievance form from our member website, www.unicare.com/medicaid.

We are pleased to provide assistance, including free oral translation services, to members with respect to filing grievances. We review and resolve grievances within established time frames, and refer them to the physician quality review committee when appropriate. Confidentiality is maintained throughout the process.

UniCare will acknowledge receipt of the grievance in writing to the member. We may request a provider explanation or medical records related to the issue. We will send a resolution letter on all member grievances. The member's appeal rights will be outlined in the resolution letter. No member will be discriminated against based on the filing of a grievance.

While UniCare members also have the right to file a grievance with the state, they are asked to first exhaust the UniCare grievance and appeals process before they file with the West Virginia Department of Health and Human Resources as part of their right to a state fair hearing.