



April 1, 2024

UniCare Health Plan of West Virginia, Inc. is pleased to present our 2023 annual report to the West Virginia Department of Human Services.

This report includes summary information with respect to healthcare services, facilities, personnel, and member grievances for the year ending December 31, 2023.

Healthcare services, facilities, and personnel

UniCare is dedicated to providing access to high quality healthcare for individuals and families who are eligible for Medicaid or the West Virginia Children's Health Insurance Program (WVCHIP). Located in West Virginia, UniCare is an affiliated plan of Elevance Health, one of the nation's largest publicly traded managed healthcare 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, case managers will work with them and their doctors to set up a plan of care that will best meet their needs. Our population health navigators and case managers refer our members to social service agencies to assist with the needs of our members that go beyond their healthcare coverage. This includes things like transportation, food, and housing services. We also send reminders to our members for care and offer incentives, such as gift cards, as a reward for taking control of their health by going to certain checkups on time.

Providing our members with high quality care and customer service is very important to us. In 2023, UniCare received health equity accreditation plus status for delivery of culturally appropriate and quality improvement interventions serving diverse populations by the National Committee of Quality Assurance. Our commitment to health equity and dedication to our members and communities across West Virginia far exceeds supporting just their physical needs to improve health. We address social drivers of health through programing, value-added benefits and services, strategic partnerships, funding, and collaborations with healthcare providers, nonprofit organizations, members, and communities that focus on whole-person health to improve health outcomes.

Our Customer Care Center serves as our members' primary point of contact where they can get answers to questions, give feedback, express concerns, or make requests of UniCare. Under normal business operations, our members and providers can visit us in-person at our local Charleston office open Monday through Friday, 8 a.m. to 5 p.m. Eastern time.

UniCare offers our members:

- A primary care provider (PCP) of their choice
- Hundreds of doctors to choose from
- Hospitalization services
- Specialist services
- Chiropractic services
- Immunizations
- Eyeglasses once a year for children and medically necessary vision care for adults
- Dental care for children, prenatal/postpartum care for women, emergency dental services for adults, and adult preventive dental care services benefit up to \$1,000 per calendar year

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

- WW® meeting for eligible members (online included)
- Active&Fit program — eligible members can receive one gym membership to participating gyms such as Anytime Fitness® and YMCA®s, and a home fitness kit option (benefits for members 18 and older)
- Youth club memberships to participating Boys & Girls Clubs for ages 6–18 (not summer camps)
- Cell phone with monthly minutes, texts, and data for eligible members 18 and older
- Oral Care Essentials box with items like an electric toothbrush, toothpaste, and floss for members ages 10 and up
- No-cost laptop to help with educational pursuits for graduating high school students with a GPA of 3.5 or higher or students that have completed the GED/TASC
- Up to \$75 in lifestyle aids from a catalog of healthy lifestyle products for members diagnosed with diabetes, hypertension, or obesity
- Personal hygiene box with up to \$50 worth of hygiene products or a voucher to purchase personal hygiene products for members ages 10 and up
- Feminine care collection for girls ages 10–18; up to \$75 worth of feminine care products
- A \$100 gas card for members (\$25 every three months per household) to help members and their families with transportation needs; limit one per household
- Healthy Rewards program
- Summer camp sponsorship to Camp Kno-Koma for eligible members
- Emotional well-being program — online platform promoting behavioral health and wellness through instruction, games, goal setting, and monitoring for eligible members ages 13 and older
- Substance use disorder (SUD) recovery support program that provides daily motivations/check in, peer support through discussion groups and peer to peer messages, and more for eligible members
- Community Resource Link to locate available local community-based programs, benefits, and services
- 24-hour Nurse HelpLine — Members can call 24-hour Nurse HelpLine 24 hours a day, seven days a week at **888-850-1108 (TTY 711)** for confidential medical advice when they need it

Pregnant members are offered:

- A portable crib or convertible car seat for members with six prenatal visits
- Pregnancy and childbirth classes to help members have a healthy pregnancy
- Fresh fruits and veggies program with up to \$100 in fresh produce
- Electric breast pump accessory kit
- Preventive dental care which includes coverage for two dental visits per pregnancy
- Mail-order diapers for babies of eligible members for going to prenatal visits
- Safe Sleep kit with items like a swaddle sleep sack, pacifier, and infant sleep guidelines for members with a baby under 1 year of age

New members receive a welcome packet and evidence of coverage (EOC) upon enrollment with the plan. Existing members are welcome to call our Customer Care Center at **800-782-0095 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m. Eastern time 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 can 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 at **unicare.com/wv**.

We are pleased to provide assistance to members when filing grievances, including free oral translation services. We review and resolve grievances within established timeframes 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.