



April 1, 2025

Annual Report, 2024

A closer look

Wellpoint West Virginia, formerly known as UniCare Health Plan of West Virginia, is pleased to share our 2024 annual report with the West Virginia Department of Human Services. In this report, you'll find details about our healthcare services, facilities, staff, and any member grievances for the year ending December 31, 2024.

Healthcare services, facilities, and staff

Wellpoint helps West Virginians who qualify for Medicaid or the West Virginia Children's Health Insurance Program (WVCHIP) get top-notch healthcare. We're part of Elevance Health, one of the largest healthcare companies in the country.

We offer more than just the basic benefits required by the state. We provide health education and support for managing chronic conditions like asthma and diabetes. Our case managers work closely with doctors so that members with special health needs receive a care plan that works for them.

When our members need more than just healthcare, like help with transportation, food, or housing, our health navigators connect them to the right social services and resources. We also help by offering reminders for appointments and special incentives for making healthcare a priority by going to important checkups.

We strive to provide exceptional care and service. In measurement year 2023, we earned a 4-star rating from NCQA, proving how dedicated we are to quality. We understand that living well means caring for the whole person, not just their physical needs. That's why we're focused on addressing social factors that affect health statewide. Through our strategic partnerships and community investments, we aim to boost health outcomes and elevate the quality of life for all members.

Members are welcome to call our Customer Care Center if they have any questions, feedback, concerns, or requests. They can also visit us locally at our Charleston office. We're open Monday through Friday, from 8 a.m. to 5 p.m. Eastern time.

Wellpoint members benefit from:

- Your choice of primary care provider (PCP).
- Access to hundreds of doctors.
- Hospitalization services.
- Specialist services, including chiropractic care.
- Vaccinations.
- Yearly eyeglasses for children and necessary vision care for adults.
- Prenatal and postpartum care.

- Dental care for children, emergency dental services for adults, and adult preventive dental care up to \$2,000 per two-year period starting July 2024.

Extra benefits offered at no cost

- Access to WW® meetings, both in-person and online
- Active&Fit program (Eligible members 18 and older can receive one gym membership to participating gyms and a home fitness kit.)
- Membership to Boys & Girls Clubs for ages 6 to 18 (summer camps not included)
- Cell phone plans for eligible members 18 and up.
- Dental care kit, including an electric toothbrush, toothpaste, and floss, for members 5 and older who have a yearly dental checkup.
- No-cost laptop for high school graduates with a GPA of 3.5+ or those who completed the GED/TASC, to support educational goals
- Employment support package for eligible adults in our employment support program
- Up to \$75 in lifestyle aids for members diagnosed with diabetes, hypertension, or obesity
- A \$50 voucher for personal hygiene products for members 5 and older who complete a yearly wellness exam
- Up to \$75 in feminine care products for girls ages 10 to 18
- A \$100 gas card (\$25 every three months) to help members with transportation needs
- Filtered water pitchers for households in target counties or those with children from birth to age 2 who complete an annual lead screening

Healthy Rewards program:

- Summer camp sponsorship to Camp Kno-Koma for eligible members.
- Online emotional well-being resources that include lessons, games, and goals for improving behavioral health for members 13 and older.
- Substance use disorder (SUD) recovery support with daily check-ins, peer support, discussion groups, and more for eligible members.
- No-cost membership to the National Alliance on Mental Illness (NAMI) for members hospitalized with behavioral health conditions.
- Community resource links to find local programs, benefits, and services.
- 24-hour Nurse HelpLine that provides confidential assistance around the clock. Call **888-850-1108 (TTY 711)** for confidential medical advice.

Helpful extras for our pregnant members

- A \$170 Baby Essentials gift card for things like nursing supplies, baby food, and diapers when you complete six prenatal visits
- Classes on pregnancy and childbirth to support a healthy experience
- Preventive dental care which includes coverage for two dental visits per pregnancy

New members receive a welcome packet and evidence of coverage (EOC) when they enroll. Existing members can call our Customer Care Center at **800-782-0095 (TTY 711)**, Monday through Friday, 8 a.m. to 6 p.m. Eastern time. We're here to help with questions, provide information on coverage, obtain a current EOC, or anything else you need to stay healthy.

Resolving member complaints

If you have a complaint or grievance, you or your chosen representative can reach out to us or our providers by phone, fax, or mail. You can also download a grievance form from our website at **wellpoint.com/wv/wvplans**.

We're happy to assist members with filing grievances and offer free oral translation services if needed. We handle grievances within an established timeframe and may refer them to our physician quality review committee when necessary. Everything stays confidential throughout the process.

Once we get your grievance, we'll send you a written acknowledgment. We may request a provider explanation, or medical records related to the issue. After everything is reviewed, we'll send you a resolution letter that explains the outcome and your rights to appeal. Don't worry — filing a grievance won't lead to any discrimination against you.

While Wellpoint members can also file a grievance with the state, they are asked to first complete Wellpoint's grievance and appeals process before they file with the West Virginia Department of Human Services as part of their right to a state fair hearing.