

Questions from Workshops:

- Can someone help us with initial enrollment for Gainwell?
 - Yes, please reach out to WVProviderFieldRepresentative@gainwelltechnologies.com
- Who do we contact about Modivcare?
 - Facilities Liaison Amanda Morgan (304) 290-4325
amanda.morgan@modivcare.com
- What is the current timeframe for processing rendering providers in Gainwell?
 - It depends on current inventory. Please reach out to WVProviderFieldRepresentative@gainwelltechnologies.com for updates or call 888-483-0793.
- Does the 10 day apply to clients approved for retroactive policies? How do we bypass this?
 - If members are approved for retroactive Medicaid eligibility, then the 10 business day timeframe is waived. You would have 365 days from DOS to submit for these types of requests.
- When is open enrollment for member to be able to switch MCOs?
 - Members are allowed to switch anytime during the year.
- Who do I contact if we are having claim trouble with Aetna?
 - ABHWV-ProviderRelations@aetna.com
- We are having problems with the HMS demand letter is that we send the check and then within 30 - 60 days of sending this check, then it is also TAKEN BACK on a future remit. Why does this happen?
 - Please contact HMS at michelle.hayes@gainwelltechnologies.com
- Can Modivcare provide round trips?
 - Yes, we are able to provide transportation for up to three legs per trip. This would include a trip to and from the medical facility and can include a stop by a pharmacy on the way home from the medical visit. Standalone pharmacy trips are NOT covered.
- What are the WVCHIP copays?
 - <https://www.wvmmis.com/SiteAssets/Lists/MemberNews/AllItems/WVCHIP%20Member%20Notice%20Copayments%202023.pdf>
- For questions about MCOs who do we reach out?
 - Please contact Anita Ferguson, Assistant Director for the Center for Managed Care. anita.f.ferguson@wv.gov
- For dental benefits, is preventive covered up to \$1,000 or are all services including emergency services only covered up to \$1,000?
 - There is no cap on emergency dental services.
- Did the vision benefits change for WVCHIP in July 2023?

- No, at this time, CHIP vision did not change.
- Will the copays for WVCHIP members appear on the EOBs, if they apply?
 - Yes, copays will show on the EOB.
- When will Chapter 521 be updated?
 - Spring of 2024
- Are the Unicare upcoming exclusion codes for outpatient physical therapy going to be across the board for all WV Medicaid MCOs / straight Medicaid?
 - Unicare updates with just be for Unicare.
- Is 87637 a covered service?
 - Yes.
- I have a member on Unicare that says they know they no longer qualify but still use the card. My question is when their review is done, and they do lose the card will that be backdated and they held responsible for charges?
 - When the member reaches their review month, if they do not qualify, they are termed at the end of the month. This is not backdated.
- How does a provider find out if they are a Gold Star provider?
 - Each MCO/FFS will have a different set up. You will be notified by mail, phone, email, or PA portal or combination of both listed.