WVFH Highlights – Management and Rewards

Disease and Case Management - Providers and Member Referrals Welcome
- Mom Matters (Maternity to Post Partum and up to a year after delivery)
- Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF) and Cardiac Services
- Asthma, Diabetes and Personal Care Plans
  - Target member open care gaps
- Complex Case Management Available to Providers
  - Dedicated Medical Case Management available for members
  - Dedicated Behavioral Health Case Management available for members

2016 Wellness and Reward Incentives (Value Adds) for Member and Provider
- Maternity to Post Partum Member $150 potential + Provider Incentive $200 PRSI
- Well visit – Adults and children Member $50 annually + Provider Incentive (Age 3-6 and Adolescents)
- Asthma - $25 member reward per quarter for a filling a 90 day prescription supply (Ages 5-64)
- Annual monitoring for patients on persistent medications – Provider incentive
- Childhood immunization status (combo 3) – Provider incentive
- Counseling for nutrition for children and adolescents – Provider incentive
- Comprehensive diabetes care HbA1C test – Provider incentive
- Dental visit – Children under 21 years old - $25 (up to 2 per year)
- Preventive dental care during pregnancy and 6 weeks postpartum
- Vision exam and pair of glasses for members over age 21
- Be Better quit line (1-800-784-8669) for members who are trying to quit smoking
Provider Servicing & Key Contact Information

Provider Service Resources
WVFH will be doing business differently in 2016
• More robust self-service options
• Some providers will not have assigned Provider Relations Reps
• Take advantage of the online and telephonic tools offered
  • Tools deliver efficient, accurate answers to routine inquiries
  • Our provider service advocates remain available to you for inquiries that you are not able to resolve by using self-service options
Use NaviNet as a primary resource for inquiries related to WVFH

Questions can also be directed to WVFH Provider Services at 1-855-412-8002

Key Contact Information
• President - Fred Earley
  – 304-424-7798  fred.earley@highmark.com
• Executive Director - Jason Landers
  – 304-424-7738  jason.landers@highmark.com
• Director of Operations – Donna Sands
  – 304-424-7661  donna.sands@highmark.com
• VP Provider Contracting & Provider Relations – Glenn Miller
  – 304-347-7739  glenn.miller@highmark.com
• Behavioral Health – John Marks (Program Director) & Sheila Kelly (Case Manager)
  – 304-541-3385  john.marks@beaconhs.com
  – 304-963-6571  sheila.kelly@beaconhealthoptions.com
Access NaviNet for the following transactions

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Referral Status Inquiry
- Provider Directory.

MEDICAL, VISION, AND DENTAL Contact & Mailing Addresses
Visit us online at www.wvfh.com

Claims Submission Guidelines and Identification Numbers

- Timely filing criteria 365 calendar days after DOS, date or primary payment, or denial of claim
- Include current practitioner information, including NPI Number on electronic claims
- Include current member information, including WVFH Member ID number
- WVFH accepts electronic claims through Emdeon and Relay Health CPID and Payer ID 45276

Dental Claims Address:
WVFH Claims
P.O. Box 1597
Milwaukee, WI 53201

All other correspondence:

Provider Appeals
West Virginia Family Health
P.O. Box 22778
Pittsburgh, PA 15222

Member Correspondence
West Virginia Family Health
P.O. Box 2250
Pittsburgh, PA 15222

Vision Claims - In network must file electronically
(Call Provider Services 1-855-412-8002)

Non Network Claim Submission:
West Virginia Family Health - Davis Vision
P.O. Box 1525
Lathan, NY 12110

FOR BEHAVIORAL HEALTH: Contact Beacon Health Strategies to assist with registering for eServices access.

Email Contact
provider.partnerships@beaconhs.com
edi.operations@beaconhs.com
provider.relations@beaconhs.com
eServices@beaconhs.com

Visit Beacon online at www.beaconhealthstrateiges.com

Behavioral Health (Beacon) Address:

Paper Claims, Adjustments and Waiver Mailing:
Beacon Health Strategies – WVFH Claims Department
10200 Sunset Drive
Miami, FL 33173-3033

Electronic BH Claims Payer ID: 43324

Provider Administrative Appeals
(Not used for medical necessity appeals)
Beacon Health Strategies
Attn: Provider Appeals
10200 Sunset Drive
Miami, FL 33173-3033

Visit Beacon online at www.beaconhealthstrateiges.com

Member Appeals
(Use for medical necessity denials)
West Virginia Family Health
P.O. Box 22190
Pittsburgh, PA 15222
<table>
<thead>
<tr>
<th>Provider Services</th>
<th>Details</th>
<th>Phone Number</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medical Management</strong></td>
<td>Authorization, Inpatient Admissions, Concurrent Review, OP Surgeries</td>
<td>1-855-412-8003</td>
<td>M-F 8:30 am – 4:30 pm</td>
</tr>
<tr>
<td><strong>NIA Radiology</strong></td>
<td>Authorization – Diagnostic Imaging</td>
<td>1-800-424-4892</td>
<td>M-F 8:30 am – 4:30 pm</td>
</tr>
<tr>
<td><strong>Behavioral Health</strong></td>
<td>Member Info, Claims, Authorizations, EDI, eServices Helpline, Manager - Provider Partnership, BH Case Management</td>
<td>1-855-371-8112, 1-617-747-1210, 1-786-837-2850, 1-786-972-9728, 1-800-221-5427</td>
<td>M-F 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>Pharmacy</strong></td>
<td>Request Non-Formulary Drug and Prior Authorization</td>
<td>1-855-412-8995</td>
<td>M-F 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td></td>
<td>BIN# 600428, PCN# 06330000, Group ID# WV4050, Client# 2001, Customer# 633</td>
<td>Fax: 1-855-430-9849</td>
<td></td>
</tr>
<tr>
<td><strong>Dental Services</strong></td>
<td>Member Services, Dental Referrals and Authorizations</td>
<td>1-855-434-9237</td>
<td>M-F 8:30 am – 4:30 pm CT</td>
</tr>
<tr>
<td><strong>Care Management</strong></td>
<td>Main Number, Fax, Maternity, Pre-Natal Risk Form, Care /Disease Management, Preventive Health Services, Complex Case Management, Member Outreach Forms</td>
<td>1-855-412-8004, Fax: 1-855-430-9846, FAX: 1-855-430-9847, Option 1, Option 2, Option 3, Option 4, Fax: 1-855-430-9847</td>
<td>M-F 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>24 Hour Nurse Line</strong></td>
<td>Nurse Help Line</td>
<td>1-844-850-9834</td>
<td>Available 24/7/ 365</td>
</tr>
<tr>
<td><strong>Fraud and Abuse</strong></td>
<td>Inquires and Complaints</td>
<td>1-855-412-8006</td>
<td>M-F 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>Member Services</strong></td>
<td>Member Complaints/Inquiries</td>
<td>1-855-412-8001</td>
<td>M-F 8:00 am – 8:00 pm</td>
</tr>
<tr>
<td><strong>Quit Line</strong></td>
<td>Tobacco Cessation Program</td>
<td>1-800-784-8669</td>
<td>M-F 8:30 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>DIVA System</strong></td>
<td>Call the Eligibility/Referral System at 1-888-907-8002, available 24/7 for use with the member’s 8-digit WVFH ID</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>