**Frequently Asked Questions (FAQs): Mountain Health Trust (MHT)
Automatic Enrollment into Managed Care**

As of July 1, 2025, West Virginia Medicaid and the West Virginia Children's Health Insurance Program (WVCHIP) have updated their managed care organization (MCO) enrollment processes. All new managed care-eligible Medicaid and WVCHIP members are automatically enrolled in one of four MCOs. Members who were previously enrolled in an MCO during the past 12 months, will be re-enrolled in the same MCO. This change aims to promote better access to coordinated care and resources for members.

Q: I received a material stating I am a member of an MCO. I did not sign up to be a member of this MCO. How did this happen?

A: All new managed care-eligible Medicaid and WVCHIP members are automatically assigned to one of four MCOs. You will receive your Medicaid or WVCHIP benefits through your assigned MCO unless you decide to change your MCO, which you can do at any time by calling the enrollment broker, Maximus, at 1-800-449-8466 or visiting www.mountainhealthtrust.com.

Q: How do I change my MCO?

A: You can change your MCO at any time. To do so, you can call Maximus at 1-800-449-8466 and request a change. You can also visit www.mountainhealthtrust.com to request this change. You will most likely be enrolled in your new MCO the following month.

Q: How will I know if I have been enrolled in a MCO?

A: You will receive a welcome packet with information about your managed care coverage. The MCO will also send you a member ID card. If you are unsure if you have been enrolled in an MCO, you can call 1-800-449-8466.

Q: Will my assignment affect my benefits?

A: Your main West Virginia Medicaid or WVCHIP benefits will remain the same regardless of which MCO you are assigned to. However, MCOs vary in offering extra benefits and provider networks. The Mountain Health Trust website has a helpful tool to compare the extra benefits of all four health plans. Visit www.mountainhealthtrust.com .

Q: Is there a deadline for changing my MCO?

A: No, you can change your MCO at any time by contacting Maximus at 1-800-449-8466 or visiting www.mountainhealthtrust.com

Q: Will my current healthcare providers be covered under this MCO?

A: You can check whether your specific providers are covered under an MCO by using the MCO's provider directory. Each MCO has a provider directory available on its website.

The directory can tell you which providers are in network for your MCO. You can also request a paper copy by calling the MCO's member services hotline.

Aetna Better Health of West Virginia: 1-888-348-2922, www.aetnabetterhealth.com/westvirginia

Highmark Health Options West Virginia: 1-833-957-0020, wv.highmarkhealthoptions.com

The Health Plan: 1-888-613-8385, www.healthplan.org

Wellpoint West Virginia: 1-800-782-0095, www.wellpoint.com/wv/medicaid

Q: If I had Medicaid or WVCHIP in the past, will I be enrolled in the same MCO?

A: If you were enrolled in an MCO in the past 12 months, you will automatically be enrolled in that MCO. You can change your MCO at any time.

Q: If I am already an enrolled member, will automatic enrollment affect my MCO assignment or benefits?

A: No. This process only applies to those who enroll after July 1, 2025. If you are a current Medicaid or WVCHIP member, you will not see any changes to your enrollment or benefits unless you choose to change your MCO.

Q: What if I was retroactively enrolled in Medicaid or WVCHIP?

A: If you are retroactively in Medicaid or WVCHIP (i.e., your coverage start date is prior to the month you were notified of enrollment), healthcare services you received during the retroactive period will occur under fee-for-service Medicaid or WVCHIP.

For any additional questions and information, please call Mountain Health Trust at 1-800-449-8466 or visit MountainHealthTrust.com