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## Frequently Asked Questions (FAQs) – Member Audience

**Background:** The West Virginia Children's Health Insurance Program (WVCHIP) will be joining the West Virginia Mountain Health Trust (MHT) managed care program effective January 1, 2021. All currently enrolled WVCHIP members will receive a notification letter of this change on or about July 24, 2020. With the transition of WVCHIP members to the MHT program, WVCHIP enrolled members and families will be able to select from one of three MHT managed care plans to serve their health care benefit needs. WVCHIP members will receive information on how to begin their health plan selection process in their notification letter. WVCHIP members may begin their health plan selection process on or after November 1, 2020.

### Questions

#### 1. Why is my WVCHIP plan changing?

The WVCHIP is transitioning to the MHT managed care program to enhance the health care access and services available to members. MHT health plans can offer an enhanced set of services to members such a broader physician network and service access. The service enhancements provided by your selected health plan are in addition to the traditional WVCHIP benefit plan that you receive under your current plan.

#### 2. What is a managed care program?

A managed care program is a health care delivery program that organizes and provides health care benefits to its members and/or enrollees. WVCHIP members will become part of the MHT managed care program effective January 1, 2021.

#### 3. When will this change become effective?

All WVCHIP members will be enrolled into one of the MHT health plans effective January 1, 2021. WVCHIP members will receive a notification letter on July 24, 2020. Additional enrollment materials and instructions will be sent to members on or about November 1, 2020.

#### 4. Which MHT health plans may I select from?

WVCHIP members may enroll in one of the following health plans:

- Aetna Better Health of West Virginia
- The Health Plan
- UniCare

#### 5. When can I select my new WVCHIP health plan?

WVCHIP members may begin making their health plan selections on or after November 1, 2020

#### 6. Will this change affect my child's health care coverage?

Your WVCHIP medical, dental and behavioral health services benefits will **not** change. You will receive a new member ID card from your new MHT health plan. You will be able to contact your MHT health plan with questions or concerns about your health plan coverage.

7. **Will my child be able to continue seeing their existing providers?**

**Your child should not have to change doctors.** The MHT health plans will make every effort to contact you or your child's existing providers prior to January 1, 2021. The process for a physician/provider to become contracted with a health plan can be lengthy. You may continue to access care with your existing provider regardless of their contract status with your selected MHT health plan up to March 31, 2021. This extended period of time will assist with ensuring your continued access to care with your provider and allow additional time for your provider to become contracted with your selected MHT health plan.

8. **Will my child's prescriptions still be covered?**

**Pharmacy benefits will not change.** CVS will still be responsible for your pharmacy services. ***This change will not affect your child's medications.***

9. **What will happen if I do not select a health plan for my child?**

If you do not select a health plan from the welcome packet, your child will automatically be enrolled with one of the three MHT health plans. Your selected MHT health plan will send you a welcome packet with more information.