



AETNA BETTER HEALTH® OF WEST VIRGINIA



2020 ANNUAL COMMUNITY REPORT

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2020 Annual Community Report

Coventry Health Care of West Virginia, Inc. d/b/a Aetna Better Health of West Virginia (ABH-WV) is a locally operated Managed Care Organization licensed in all 55 West Virginia counties. ABH-WV participates in the State of West Virginia’s Medicaid managed care programs – Mountain Health Trust Program, West Virginia Health Bridge Program and the Mountain Health Promise programs.

ABH-WV is a part of Aetna, Inc. – a strong, national health care company. CVS Health Corporation (CVS Health) is ABH-WV’s parent. ABH-WV’s home office is in downtown Charleston at 500 Virginia Street, East, Suite 400.

ABH-WV provides its members with a copy of the Member Handbook electronically and also upon request. The Member Handbook outlines coverage, explains benefits, details what services are and are not covered, and provides a clear process for resolving complaints. ABH-WV’s basic health care services are the same as the State Medicaid Program. However, ABH-WV provides additional services that may assist members with their health care choices, health promotion, and other services they may require. Members can request additional copies of this information by calling ABH-WV’s Member Services Department at 888-348-2922.

2020 Directors and Principal Officers of ABH-WV are as follows:

2020 Principal Officers (as of year-end)

Alec Cunningham (Acting).....	President and CEO
Robert M. Kessler	Vice President and Secretary
Robert J. Parslow	Corporate Controller
Tracy L. Smith	Vice President and Treasurer
Bryan S. Nazworth.....	Chief Financial Officer
Kevin J. Casey	Senior Investment Officer
Frank F. Chronister, III,	Assistant Controller
Peter Keller,	Assistant Controller
Bryan J. Lane,	Assistant Controller
Whitney Dorothy Lavoie,.....	Assistant Controller

2020 Directors (as of year-end)

Jonathan E. Copley

Bryan S. Nazworth

Todd R. White

West Virginia 2020 Statutory Income Statement

Revenue	\$	870,195,218
Claims Expense	\$	(732,949,416)
Administrative Expense	\$	(88,955,795)
Increase in Reserve	\$	1,266,564
Net Investment Gain/(Loss)	\$	4,448,984
Other Income or Exp	\$	(7,000)
Net Losses	\$	0
Subtotal	\$	53,998,555
Tax Expense	\$	(13,438,606)
Net Income	\$	40,559,949

West Virginia 2020 Statutory Balance Sheet

Assets	\$	339,001,254
Liabilities	\$	202,920,468
Equity	\$	136,080,786
Total Liabilities and Equity	\$	339,001,254