



AETNA BETTER HEALTH® OF WEST VIRGINIA



2019 ANNUAL COMMUNITY REPORT

www.aetnabetterhealth.com/westvirginia

Distributed April 2020

AETNA BETTER HEALTH® OF WEST VIRGINIA

2019 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 and West Virginia Health Bridge Program.

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.

2019 Directors and Principal Officers of ABH-WV are as follows:

2019 Principal Officers (as of year-end)

Randy J. Hyun	President and CEO
Robert M. Kessler	Vice President and Secretary
Robert J. Parslow	Corporate Controller
Tracy L. Smith	Vice President and Treasurer
David P. Delaney	Chief Financial Officer
Kevin J. Casey	Senior Investment Officer
Frank F. Chronister, III,	Assistant Controller
Peter Keller,	Assistant Controller
Bryan J. Lane,	Assistant Controller
William S. Maynes,	Assistant Controller

2019 Directors (as of year-end)

David P. Delaney
 Randy J. Hyun
 Mary Louise E. Osborne

West Virginia 2019 Statutory Income Statement

Revenue	\$	604,656,890
Claims Expense	\$	(559,248,000)
Administrative Expense	\$	(46,135,145)
Increase in Reserve	\$	(1,266,564)
Net Investment Gain/(Loss)	\$	4,885,6458
Other Income or Exp	\$	1,000
Net Losses	\$	0
Subtotal	\$	2,891,826
Tax Expense	\$	911,406
Net Income	\$	3,805,232

West Virginia 2019 Statutory Balance Sheet

Assets	\$	241,414,274
Liabilities	\$	147,551,917
Equity	\$	93,862,358
TotalLiabilities and Equity	\$	241,414,274