

Aetna Better Health of West Virginia Web Portal – Mountain Health Promise FAQs

Q: When does the new Mountain Health Promise program start?

A: The Mountain Health Promise program starts in 03/01/2020.

Q: Will I get an Aetna Better Health of West Virginia Case Manager?

A: Yes - each Member will be assigned a Case Manager.

Q: How will I know when I get a Case Manager?

A: When you enroll with Aetna, you will receive a phone call to introduce your case manager and begin coordinating services so there will be no lapse in current medical care.

Q: Is my provider part of the network?

A: You may contact Member Services at 888-348-2922 or go to our website at aetnabetterhealth/wv.com to verify?

Q: What if my provider is not part of the network?

A: Aetna is required to contract with any current providers enrolled with the State, so as not to disrupt the current care being provided to our youth.

Q: Will my medication be covered?

A: There should be no change in your coverage for prescription drugs dispensed by a pharmacy, family-planning supplies, diabetic supplies, vitamins for children and prenatal vitamins.

Q: Who do I call if I need help?

A: Aetna Better Health Member Service is available 24/7 by calling 888-348-2922 or visiting our website at aetnabetterhealth/wv.com

Q: Do I have to choose Aetna Better Health?

A: No, the authorized representative of the member has the option to choose to remain in the state's fee-for-service program.

Q: Why is Aetna taking this over?

A: The Aetna Better Health team has been servicing the Medicaid population in WV since 1996. The state considered our proposal along with several others and determined that our experience and history of professional integrity made us the best choice to help them improve social and medical outcomes for Members.

Q: What changes for me and my child?

A: The most noticeable change for you and your child is the introduction of clinical care management to assist you and support your case worker. Aetna has case managers and social workers throughout the state and will help with coordination services to assist enrollees in arranging, coordinating and monitoring all medical, behavioral, socially necessary and support services.

Q: I saw value-added benefits are included – what are they?

A: Value-added benefits include:

- \$50 toward annual membership in an after-school program
- Tablets for members 13-17
- Laptops for members 18 and older who are aging out
- 24/7 Information line access to healthcare professionals for non-emergency questions
- Online and in-person GED prep classes

Q: How do I get the extra benefits you mentioned in the flyer?

A: Contact our Member Services Department at 888-348-2922 and we will coordinate these services with your case manager.

Q: Is dental care covered?

A: For members under the age of 21, benefits are provided for emergency, non-emergency and orthodontic services. For members 21 and over, dental benefits are limited to fractured teeth, tumors and emergency extractions.

Q: What if my child sees a provider out-of-state?

A: Your case manager will work with you and your child's provider to see that your child continues to receive the right care from among thousands of in-network providers.

Q: Are you taking over for BCF?

A: No- Aetna Better Health will have a supporting role with your case worker to insure the best possible care for Members.

Q: Will I lose my state case worker?

A: No – you will continue to work with your state case worker with support from your Aetna case manager.

Q: I am afraid you will deny important medical services for my child...will you?

A: Aetna Better Health follows the state's guidelines regarding covered and non-covered services. Some services do require prior authorization for medical necessity, just as they do from the state.

Q: My biological child lives with a foster parent; can you see if he/she can return home?

A: You would need to contact the Bureau for Children and Families for any information related to your child's placement.

Q: I get a state medical card every month....will this change? What if I don't get the new card by March 1st?

A: You will receive one (1) member ID card for each child in your care. Cards are issued within 5 days of enrollment and do not need to be replaced unless they are lost or stolen, or the member has been disenrolled for more than 12 months.

Q: Can you explain what will be different March 1st?

A: Effective March 1, if you choose to enroll with Aetna Better Health, you will be assigned a case manager who will work with you and your case worker to ensure that your child receives the best possible medical and social support while enrolled in the Mountain Health Promise care program.

Q: If I have a problem with this, is there someone at the state I can call? Who? Do you have their number?

A: You have the right to submit a complaint/appeal to Aetna Better Health by contacting 888-348-2922. If your complaint/appeal is not resolved by Aetna, you also have the right to contact the Bureau of Medical Services at 304-558-1700 to request additional review.

Q: My child is having significant challenges, what do I do?

A: Call us at 888-348-2922 so we can connect you with your case manager.