



**STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

**Earl Ray Tomblin**  
Governor

Bureau for Medical Services - Commissioner's Office  
350 Capitol Street - Room 251  
Charleston, West Virginia 25301-3706  
Telephone: (304) 558-1700 Fax: (304) 558-1451

**Karen L. Bowling**  
Cabinet Secretary

August 10, 2016

Dear West Virginia Medicaid Personal Care Services Program Provider:

West Virginia is transitioning the Medicaid Personal Care Services Program from the fee-for-service program to managed care for members enrolled in Managed Care Organizations (MCOs). These changes will take effect on January 1, 2017.

A large part of this effort involves building a statewide network of Personal Care Services Program providers associated with West Virginia Medicaid's five (5) MCOs: CoventryCares, The Health Plan, UniCare, West Virginia Family Health, and CareSource.

We believe that integrating Personal Care Services into the managed care program will be beneficial to Medicaid enrollees. The MCOs coordinate services, provide education for members (e.g., appropriate use of medications), support patient self-management, and refer members to community resources. The MCOs also employ experienced care managers who provide additional member support and facilitate access to care for complex and high-need populations, including persons with personal care needs. Enclosed, please find the contact information for each managed care company.

I sincerely thank contracted providers for choosing to participate in the Medicaid Personal Care Services Program, and for their commitment to delivering quality Personal Care Services to the Medicaid population. If you are interested in contracting with the managed care organizations, please contact them directly at the numbers enclosed.

Sincerely,

A handwritten signature in blue ink, appearing to read "Cynthia Beane".

Cynthia Beane, MSW, LCSW  
Acting Commissioner

Cc: Jeff Wiseman, Assistant to the Deputy Secretary

Enclosure

Managed Care Organization Contact Information:

**CoventryCares:**

Dorsen McConnaughy  
[dpmcconnaughy@aetna.com](mailto:dpmcconnaughy@aetna.com)  
304-234-3496

**UniCare:**

Terri Roush  
[Terri.roush@anthem.com](mailto:Terri.roush@anthem.com)  
888-611-9958

**The Health Plan:**

Tim Oprzadek  
[toprzadek@healthplan.org](mailto:toprzadek@healthplan.org)  
330.834.2269

**WV Family Health:**

Cindy Heiskell  
[Cindy.heiskell@highmark.com](mailto:Cindy.heiskell@highmark.com)  
304-347-7717

**CareSource:**

Michael Ross  
[Michael.ross@caresource.com](mailto:Michael.ross@caresource.com)  
304-480-9302