

Do I have to pick one doctor to be my regular doctor?

You do not have to pick one doctor to be your regular doctor, unless you are in a Managed Care Organization (MCO).

Is there a limit on the number of times I can go to the doctor?

No.



Learn how Medicaid coverage works for you!



Your medical card is your ticket to health care!



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June 2018

West Virginia Department of
Health and Human Resources

Bureau For Medical Services



I Qualify For Medicaid What's Next?

What Happens first?

Your medical card will be included with your Medicaid approval notice. It is important to keep your appointments with the local Department of Health and Human Resources office so your Medicaid eligibility will continue with no interruptions.

If you are a member of Mountain Health Trust, the Bureau for Medical Services managed care program, you will also receive an insurance card from them.

When will my coverage start?

Medicaid coverage is effective the first day of the month in which you applied.

Do all providers accept Medicaid?

No. You should contact the provider to find out if they accept the card and if the medical service is covered before receiving services. To receive a complete list of providers, please contact Molina Medicaid Solutions Member Services at 1(888)783-0797 or (304) 348-3365.



What is a Medicaid Managed Care Organization (MCO)?

West Virginia Medicaid works with certain managed care plans to serve some Medicaid enrollees who, once enrolled, become “members” of that MCO. The WV Medicaid Managed Care Plan is Mountain Health Trust.

The MCO arranges health care for its members through a network of providers. You must get your medical treatment from a doctor who has agreed to work with your MCO or is in the MCO’s network. You will need to choose one doctor or a group of doctors. This allows you to develop a close relationship with your primary care physician.

If you or your children need services of a specialist, your physician will make the referral at no cost to you. There is no limit to the number of times a MCO member can see a doctor.

What do I need to bring with me to my doctor’s appointment?

When you visit a doctor, you need to present your most recent Medicaid card along with any other private or public medical insurance cards you have, such as your Medicaid managed care card, your red, white and blue



Medicare card or your private insurance card.

I cannot drive or take the bus, and there is no one who can take me to the doctor. Can Medicaid help?

Yes. Non-Emergency Medical Transportation (NEMT) is available to Medicaid members who need assistance in order to keep scheduled appointments and treatments. In order to be eligible for NEMT, a person must be a Medicaid member and have an appointment for treatment that is approved under Medicaid guidelines.