

**WVCHIP Transition to Managed Care
Contact Resource**

Organization	Topic	Phone Number
Enrollment Broker: Mountain Health Trust	Enrollment issues	1-800-449-8466 (TTY/TDD 1-800-449-8466)
KEPRO	Prior Authorizations	1-888-571-0262
Aetna	Utilization Management	1-888-348-2922 (TTY: 711)
	Member Services	1-888-348-2922
	Dental Services	1-888-983-4693
	Vision	1-800-877-7195
	CVS	1-800-241-3260
	Behavioral Health	1-888-348-2922
	Complaints/Grievances	1-888-348-2922
	Report Fraud	1-800-352-6513
THP	Utilization Management	1.888.613.8385
	Member Services	1.888.613.8385
	Dental Services	1.888.983.4698.
	Vision	
	Behavioral Health	1.877.221.9295.
	Grievances	1.888.613.8385
	Complaint	1.888.450.6025
	Report Fraud	1.877.296.7283
	CVS Pharmacy	1.800.241.3260
	Vision	1.800.879.6901
Unicare	Utilization Management	866.655.7423
	Customer Care Center	800-782-0095
	Dental Services	877-408-0917 (TTY 800-508-6975)
	Vision	844-526-0198 (TTY 800-428-4833)
	Grievance Coordinator	800-782-0095 (TTY 711)
	Behavioral Health	833-434-1261 (TTY 711)
	Report Fraud	855-782-0095 (TTY 711)