

Chapter

1

About Us & Communicating With Us





Welcome

The Health Plan of West Virginia Inc. dba The Health Plan (THP) appreciates its physicians, practitioners, hospitals, and ancillary providers and value your dedication and commitment to serve our community.

In 2023, THP redesigned the Provider Manual to make it easier for you to view and find important information, and procedures for all providers participating in our West Virginia, Ohio, and Administrative Services Only (ASO) network.

About Us

THP is a not-for-profit, 501(c)(4) corporation, chartered in West Virginia and headquartered in Wheeling. A Board of Directors represented by citizens of the communities in which we serve governs THP. The plan holds HMO Certificates of Authority in both Ohio and West Virginia. THP currently employs over 500 people throughout three office locations: Wheeling, Charleston, West Virginia, and Massillon, Ohio.

THP has been developing and implementing products and services that manage and improve the health and well-being of its members through a team of health care professionals and partners from across communities since 1979.

Communicating with Us

Our dedicated staff at THP will assist providers and members when issues, questions, or concerns arise. THP's hours of operation are 8 a.m. to 5 p.m. EST Monday through Friday.

We've compiled a quick reference guide that lists important contacts.

Customer Service – Assistance with Benefits, Prior Authorizations, Eligibility, and Claims	
Commercial	1.888.847.7902
Self-Funded	1.888.816.3096
Medicare Advantage	1.877.847.7907
Mountain Health Trust including WV Medicaid and WV Children's Health Insurance Program (WVCHIP)	1.888.613.8385
Behavioral Health	1.877.221.9295
Coordination of Benefits (COB)	1.800.624.6961, ext. 7903
eviCore Healthcare	1.877.791.4101
Emergency Nurse Line (24/7)	1.866.687.7347



Email Contacts	
Electronic Data Interchange (EDI)	edi@healthplan.org
Provider Data Quality (PDQ)	pdq@healthplan.org
Helpful Web Links	
Provider Manual	healthplan.org/providers/resources/provider-manual
THP Corporate Website	healthplan.org
THP Secure Provider Portal	myplan.healthplan.org
Provider Directory	findadoc.healthplan.org/
Practice Management Consultant	https://www.healthplan.org/providers/overview/meet-practice-management-consultant

Provider Portal

THP's MyPlan Provider Portal offers self-service options and resources. Access the secure provider portal at myplan.healthplan.org to log in or register.

1. View and Submit Claim Status

- Check claim status on all professional and institutional claims submitted to THP regardless of submission method i.e., clearinghouse, portal.
- Submit professional and institutional claims through the Axiom TransShuttle link on MyPlan.
 - Providers will need to register with this new tool to data enter original, void, or corrected professional or institutional claims for THP members. Secondary claims are also supported.

2. View and Submit Prior Authorizations

Effective July 1, 2024: To comply with West Virginia prior authorization requirements, West Virginia providers participating with MHT, Commercial, and PEIA are required to submit prior authorizations through a health insurer's secure provider portal. Fax and phone prior authorization requests are not accepted from West Virginia providers.

- Medical, Behavioral Health, and Pharmacy prior authorization lists
- Submit inpatient and outpatient prior authorizations through THP portal and depending on the patient's plan and procedure code, practitioners will be redirected through a single sign on to GuidingCare or EviCore to complete the authorization request and upload supporting documentation and notes.
- Status can be obtained by accessing MyPlan and clicking Manage my Authorizations under Authorizations
 - Only authorizations submitted via the portal will populate.

3. Search Patients

- Access member demographic information and ID card and verify coverage, network, copays, and deductibles.



4. Member Roster

- PCPs: View and download all current or previous attributed members

5. Remittance

- View and download paper remittance copies

6. Resource Library

- Provider Newsletters
- Training and Education
 - Upcoming virtual education sessions and events
 - Claims submission user guides
 - Cultural Competency and Social Determinants of Health (SDoH)
 - SDoH Provider Incentive Program
- Onboarding and Data Quality Forms
 - Credentialing
 - Practice Update
 - Practitioner Term
 - Remittance Update
- Additional Forms
 - Specialist as PCP
 - Documentation cover sheet to support medical record submission

7. Podcasts

- Podcasts exclusively for THP participating providers where THP experts discuss cyber security, system and tools, data accuracy, and more!

8. Dual Eligible Special needs Plan Model of Care Training

- Medicare Advantage participating practitioners: View and attest to required training each calendar year

9. Manage my Members

- Prior Authorizations
- Disease and case management information via the Health tab
- Member Rosters
- Quality measures tracker
- Hospital admission, discharge, and transfer information
- Direct communication to THP clinical staff and patients via the Activities tab