We Believe in Continuous Improvement

UniCare Health Plan of West Virginia, Inc., (UniCare), appreciates the care and compassion with which you care for your patients and our members.

Commitment to our members’ health and their satisfaction with the care and services they receive is the basis for the (UniCare’s) Quality Improvement Program. Annually, UniCare prepares a quality program description that outlines the plan’s clinical quality and service initiatives, which include:

- Behavioral health
- Care management
- Chronic disease and prevention
- Community health
- Coordinating care
- Patient safety
- Service quality

We strive to support the patient-physician relationship, which ultimately drives all quality improvement. Our goal is to maintain a well-integrated system that continuously identifies and acts upon opportunities for improved quality. An annual evaluation is also developed highlighting the outcomes of these initiatives.

To access a summary of UniCare’s Quality Improvement Program:

2. Under OTHER UNICARE WEBSITES, click on Providers.
4. Click on West Virginia – Medicaid Managed Care.
5. On the State Sponsored Plans webpage, scroll down to Quality Improvement Program.
6. Click on Quality Improvement Program Available to Providers Upon Request.

For More Information
Providers can also obtain more information or give feedback by calling our Customer Care Center at 1-800-782-0095.