Case Management program empowers patients

Managing chronic illness can sometimes be difficult for patients. Knowing who to contact, what test results mean, or how to get needed services can be a big piece of a health care puzzle that, for some, is frightening and complex.

UniCare Health Plan of West Virginia, Inc. (UniCare) offers assistance during these difficult moments with our Case Management program. Our case managers are part of an interdisciplinary team of clinicians and other resource professionals who are there to support members, families, primary care providers and caregivers.

The case management process utilizes the experience and expertise of a care coordination team to educate and empower our members. We help members increase their self-management skills, understand their illness, and learn about care choices in order to access quality, efficient health care.

Members or caregivers can refer themselves or family members to the Case Management program by calling the number below. We will connect them with a team member based on need. Physicians can also refer members to the program using the contact information below. No issue is too big or too small. We can help with transitions across levels of care so patients and caregivers are better prepared and informed about health care decisions and goals.

How do you contact us?

Case Management Contact Information

Telephone 1-866-655-7423
Email CMReferralSpecialistNE@anthem.com
Business Hours Monday through Friday: 8 a.m. to 6 p.m. (Eastern time)
Flu prevention and treatment saves lives

Flu season is upon us, and patients with certain chronic conditions, including asthma, diabetes and chronic heart disease, are at increased risk for illnesses and hospitalizations caused by seasonal flu. The Centers for Disease Control and Prevention (CDC) estimates more than 200,000 people are hospitalized from flu complications annually, and between 3,000 and 49,000 die each year from flu-related causes.

An ounce of prevention

While the CDC recommends everyone six months of age and older receive the vaccine, flu shots are especially important for your high-risk patients. Encourage patients to be vaccinated as soon as possible — a flu shot is still the best prevention method. Those at highest risk include:

• Children younger than five, but especially younger than two years old.
• Children between the ages of six months and eight years of age who are receiving a flu vaccine for the first time will need to have two doses with at least four weeks between doses
• Adults 65 and older
• Women who are pregnant or expect to become pregnant
• Patients with certain chronic diseases
• Native Americans and Alaska Natives

Encourage your patients to get a flu vaccine. Please educate your patients about the risks of the flu and provide flu vaccines as appropriate. Remember, adult members with UniCare pharmacy benefits can get a free flu shot. They just need to show their member ID cards at participating pharmacies during flu shot clinic hours. Coverage for children’s vaccines varies, so contact your local Provider Relations representative to learn more.

Antiviral drugs

If patients do get sick, antiviral drugs not only lessen flu duration and symptoms but decrease the risk for flu-related complications. Antiviral drugs, as well as many cough and cold products, are on our formulary posted at www.unicare.com. Restrictions apply.

Stay informed

Find the latest flu updates, health care recommendations and printable patient education materials at www.cdc.gov/flu. Remember to protect yourself and your patients by getting your vaccine, too.


http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6332a3.htm (accessed September 25, 2014)
Get pharmacy information at www.unicare.com

UniCare wants to make sure you have timely access to pharmacy policy changes and new developments. The following information is available on our website at www.unicare.com:

- Prescription Drug Benefits
- Pharmacy and Therapeutics Committee Process
- Where to Get Prescriptions Filled
- Preferred Drug List/Formulary (The drug list is reviewed and updates are posted to the web site quarterly).
- Specialty Drug List
- Prior Authorization Process
- Multi-Source Brands
- Dose Optimization
- Quantity Limits
- Benefit Exclusions
- Office-Base Injectables
- Important Toll-free Contact Numbers

To access this information:
1. Go to www.unicare.com and select OTHER UNICARE WEBSITES: Providers
2. Under Resources, select State Sponsored Plan providers
3. Select West Virginia – Medicaid Managed Care
4. Select Additional Services and Programs
5. Select Pharmacy Information

If you would like more information, please call UniCare at 1-800-782-0095, or Express Scripts at 1 800 601 4829.

Get Clinical Practice and Preventive Health Guidelines on the web!

As part of our commitment to bring you the latest clinical information and educational materials, UniCare has adopted nationally recognized medical, behavioral health, and preventive health guidelines, now available on our website. The guidelines, which we use for our quality programs, are based on reasonable medical evidence and are reviewed for content accuracy, current primary sources, the newest technological advances and recent medical research. All guidelines are reviewed annually and updated as needed.

The current guidelines are available on our website at www.unicare.com. To access the guidelines:
1. Select OTHER UNICARE WEBSITES: Providers
2. Under Resources, select State Sponsored Plan providers
3. Select West Virginia – Medicaid Managed Care