



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Earl Ray Tomblin
Governor

Bureau for Medical Services
Home & Community Based Services
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Karen L. Bowling
Cabinet Secretary

To: Personal Care Providers

From: Susan Given, Program Manager
Aged and Disabled Waiver and Personal Care Programs

Date: July 28, 2014

Re: Alternative Benefits Plan/Medically Frail Members

A handwritten signature in blue ink, appearing to read "SG" followed by a stylized flourish.

It has come to the attention of Bureau for Medical Services that some Personal Care providers are experiencing issues with members being moved to the Alternative Benefit Plan instead of remaining under the Traditional Medicaid benefit plan. The transfer is occurring for individuals ages 19-64 who had their annual financial redeterminations. After analyzing the data, BMS has pinpointed the issue and is working on implementing a permanent solution going forward. Until that time, members identified with this issue, are being corrected and claims will be reprocessed accordingly.

If members are medically frail, please continue to inform them to contact their local DHHR office to request the appropriate information.

MOLINA will automatically reprocess claims over the next several weeks for billing dates of service March 1, 2014 and forward as long as there was a prior authorization in place for the services.

Please contact me via email at Susan.A.Given@wv.gov with any future problems you may encounter with this issue. We are hopeful that everything has been corrected and this will not continue to happen.

BMS would like to apologize for the problems experienced by your agencies and appreciate your patience. We especially appreciate those who continued to provide services to our members during this time.