



Public Employees Insurance Agency

WV Toll-free: 1 (888) 680-7342

Phone: 1 (304) 558-7850

Fax: 1 (877) 233-4295

Website: www.wvpeia.com

«FNAME» «MI». «LNAME»

«ADR1»

«ADR2»

«CITY», «STATE», «ZIP»

RE: WVU Medicine CCP Enrollment

Dear «FNAME» «LNAME»,

We are writing to make you aware of a unique benefit under your PEIA coverage that will save you money on your primary care visits. Our records indicate you have been using a provider who is now part of WVU Medicine more than any other provider. WVU Medicine is one of PEIA's Comprehensive Care Partnership (CCP) providers.

Since you have used this provider who is now part of WVU Medicine more than any other provider, **effective January 1, 2020, PEIA is enrolling you as a CCP member of WVU Medicine, unless you opt out.** As a CCP member, you, as a patient, will pay no copayments for covered primary care services provided directly from WVU Medicine.

The CCP provides:

- Reminders when services are due;
- An initial evaluation to include an assessment of your preventive health care services and overall health status;
- 24-hour telephone access to a medical provider;
- Coordination with specialists to ensure that all information and treatment plans are consistent, so you have one provider keeping an eye on all of your care;
- Notification of any changes to covered services;

As part of this program, you also have some obligations. Participating members agree to:

- Use your CCP provider for all primary care;
- Contact your CCP provider before receiving medical care from non-CCP providers except in a medical emergency;
- Participate in initial and regular health assessments at least every two years to update your health history and gather the clinical data needed to identify any preventive services needed, plan your care, and address your questions;
- Participate fully in the program or be dis-enrolled and lose the \$0 primary care copayment benefit.

The success of the program requires a working partnership between the CCP provider and the patient/member. If you're not compliant with the program, the CCP may notify PEIA to remove you from the program.

NOTE: If you want to continue using other providers for much of your health care, the CCP may not be for you, since you'll pay the \$40 specialist copay for each visit to a non-CCP (primary care or specialist) provider.

For more information on the program, go online to: www.wvpeia.com, click on Members, then Active Members, and scroll down to Comprehensive Care Partnership Program.

If you do not want to participate in this CCP program or if you decide to seek care from another primary care provider, you may opt out by going online as instructed above, reviewing the Provider Directory, selecting another provider, and jotting down that provider's number from the directory.

Then you name that new provider by:

1. clicking on the green Manage My Benefits button at the top of the web page
2. logging in to your Manage My Benefits account with the username and password you've chosen
3. scrolling down the landing page to the Primary Care Provider section, and
4. entering the new provider's number in the box.

If you do not want to name another provider, just call PEIA's Customer Service Unit at 1-888-680-7342 to dis-enroll from the CCP program.

We hope you will take advantage of this opportunity to save money on your primary care services and make use of the benefits offered by the CCP Program.

Sincerely,

Your PEIA Enrollment Team