



Revive Telehealth

Revive is a telehealth program that lets members talk to doctors and healthcare providers anytime they need help. It offers 24/7 availability, so patients can get care day or night without going to a clinic. With services like virtual visits and health monitoring, Revive makes it easier for people to manage their health from home, especially for those who live far from medical offices.

Services are covered at 100% after a \$10 copayment. To reach Revive Health, 24/7/365 call (844) 433-8123.

Beneficiary Changes

Members are reminded that any beneficiary changes must be completed using the official MetLife form and mailed to the address listed at the bottom of the document to ensure proper processing. In the unfortunate event of a loss, it is important to report the passing of a loved one to both PEIA and MetLife so that benefits can be handled promptly and accurately. Additionally, members should regularly verify that their contact information, especially their phone number, is current to avoid delays or issues with important communications.

Insurance ID Cards

PEIA plan participants must contact their third-party administrator (e.g., UMR or The Health Plan) to get medical and prescription ID cards.

They must also report if they have no other insurance or update Coordination of Benefits (COB) information annually to keep records current for the July 1, 2026–June 30, 2027 coverage period. See PEIA Summary Plan Description, page 65, for details.



PEIA NEWS

PUBLIC EMPLOYEES INSURANCE AGENCY

Open Enrollment is Upon Us

PEIA open enrollment period for 2027 runs from April 2 through May 15, giving eligible members a designated window to review and make changes to their health, prescription, and optional benefits coverage. During this time, participants can switch plans, add or remove dependents, or adjust coverage options to better fit their healthcare needs and financial situation for the upcoming plan year. It is important for members to carefully evaluate any updates to premiums, deductibles, or covered services, as well as consider anticipated medical needs, before submitting changes.



Important Update About Plan D (Now the WV Bronze High Deductible Plan)

Plan D has changed to a lower-cost, higher-deductible option to provide members with more choices. If you are currently enrolled in Plan D, you MUST select a new plan during Open Enrollment, as your existing plan will not automatically carry over. The premiums for this new plan have decreased by 34%, and it includes a \$500 employer-funded health savings account (HSA). WV Bronze High Deductible Plan has a combined higher medical and prescription deductible and out of pocket maximum which has increased about 55%.

PEIA PPB WV Bronze High Deductible Plan is the West Virginia ONLY plan. Members enrolling in this plan must be West Virginia residents, and all care provided under this plan must be provided in West Virginia. The only care allowed outside the State of West Virginia will be emergency care to stabilize the patient, and a limited number of procedures that are not available from any health care provider inside West Virginia.

Introducing ACCESS

PEIA is launching a new software system called ACCESS (Account Coordination and Centralized Enrollment Support System) this summer to make it easier for agencies and members to manage their benefits. The new system is designed to simplify the process and make everything more user-friendly and easier to navigate. Overall, ACCESS should improve efficiency and make managing benefits a smoother experience for everyone.

Express Scripts

Express Scripts offers a convenient member web portal and mobile app to manage prescriptions, refill medications, and track orders. Scan the QR code to get started.



Planning to retire soon?

Retirement requires significant planning, and a crucial step that is often overlooked is enrolling in Medicare. Once you are over 65 and retired, ensure you have both Medicare Part A and Part B coverage.

PEIA requires enrollment in both Medicare Part A and B. Having both parts is necessary to prevent significant out-of-pocket expenses on claims or the potential termination of your coverage.

Please note that Medicare Part A and B become your primary payor at age 65, or upon retirement if you are already over 65. If Medicare is not fully active, PEIA will estimate Medicare payments, which results in a large patient responsibility. Additionally, when you transition to Humana in January, a lack of Medicare Part A or B could lead to the termination of your health coverage.

If you plan to retain PEIA in retirement, you do not need to enroll in Medicare Part D. Prescription drug coverage is already included in the PEIA Humana Medicare Advantage Plan.

Get Connected with the UMR App!



UMR has a smarter, simpler, faster way to manage your health care benefits, right from the palm of your hand. With just a tap, you can:

- Access your digital ID card
- View your plan details on-demand – anytime, anywhere
- Find out if there is a copay for your upcoming appointment

Chat, call or message UMR's member support team Stay connected to your health care and download the UMR app today!

Comprehensive Care Partnership (CCP) program

PEIA offers a healthcare program that allows you to receive primary care services while paying less. This program, called the Comprehensive Care Partnership (CCP) program, is designed to promote quality of care, preventive services and appropriate use of health services to identify health problems early and maintain control of chronic conditions. This benefit option is available to PEIA PPB Gold and Silver plan insureds.

CCP members have reduced or no copayments for office visits.. Check with the CCP for details of their waived/reduced cost-sharing.

To participate in PEIA's Comprehensive Care Partnership (CCP) Program, PEIA must be the member's Primary Insurance.

Important Contact Information

601 57th St., SE, Suite 2
Charleston, WV 25304-2345

Phone: (304)558-7850 or (888)680-7342
Email: PEIA.Help@wv.gov
<https://peia.wv.gov/>
Fax: (304)558-2470 or (877)233-4295
Office/Phone Hours: 8 a.m. - 5 p.m. Monday - Friday



Take Charge of Your Cancer Screenings

We often rely on our healthcare providers to guide us in staying up to date with preventive screenings. However, taking an active role in your own care is just as important. Asking thoughtful questions about cancer screenings and engaging in open conversations with your provider can make a meaningful difference. The best outcomes are achieved through informed, collaborative discussions that carefully weigh the benefits and potential risks.

Preventive cancer screenings play a critical role in detecting cancer early—often before symptoms develop—when treatment is most effective. Early detection not only increases the likelihood of successful outcomes but also expands treatment options and can reduce mortality. Routine screenings for cancers such as breast, cervical, colorectal, and lung cancer can identify precancerous changes or detect cancer at a stage when it is more manageable.

Because screening recommendations vary based on age, family history, and individual risk factors, it is essential to work with your healthcare provider to develop a personalized screening plan tailored to your needs.

United States Preventative Services Task Force (USPSTF) Recommendations

Breast Cancer	Mammogram	Biennial for women 40 to 74.
Colorectal Cancer	Colonoscopy or stool test	Every 10 years for all adults 45 to 75.
Cervical Cancer	PAP Test or HPV Test	Ages 21–29: Pap test every 3 years Ages 30–65: Pap test every 3 years, OR HPV test every 5 years, OR Both tests every 5 years
Lung Cancer	Low dose CT scan	Yearly for adults 50 to 80 who have a smoking history, currently smoke, or have quit within the past 15 years

Check the PEIA Summary Plan Description (SPD) for your specific plan for coverage of preventative cancer screenings. Typically, these screenings are covered at 100% by the plan.

Personify Health Wellness App



Personify Health is a free app for all PPB members. It offers tools and resources to help you achieve your wellbeing goals.

You have access to personalized tips, fun step challenges, a comprehensive video library and so much more! Plus you can earn up to \$300 in Rewards Cash every year by getting a routine health screening, an online health assessment, tracking your healthy activities and more.

To sign up, go to join.personifyhealth.com/PEIA or scan the QR code to download the app. Get started today!

