



# West Virginia CareSource Access Plan

The purpose of this document is to assist WV Marketplace members who cannot locate an in-network provider or access to covered benefits. If you are having trouble locating a provider in your area, there are resources available to you to assist. You can call the member services number on the back of your card and they can assist you in finding providers in your area. You can use the electronic provider directory tool, Find a Doctor, if you want to research for providers on your own. If you are having trouble with access to providers or services, please call the member services line as they can assist you with this issue.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

CareSource Nurse24 Line: 1-866-206-0701

You can find CareSource Member Service number on the back of your CareSource ID as well

## **Translation and Alternate Format Materials**

You can request your plan documents and other print communication to be translated into the language of your choice. You can also request other formats, such as large print, braille or audio formats. Call Member Services to request a translation or alternate format material.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

In addition to the above resources. WV CSR 114-100 has requirements of this access plan, below is the information required by the WV Rule.

### **CareSource Network Access and Adequacy**

#### **1. How does CareSource use its telemedicine or telehealth to meet network access standards?**

Telehealth services are health care services that are provided through telecommunications technology by a health care professional who is at a location other than where the member is located.

Telehealth services are available to all CareSource West Virginia members, however, it is not utilized to meet network adequacy standards.

#### **2. What factors are used by CareSource to build its provider network and how does CareSource select network providers?**

CareSource West Virginia offers any provider the opportunity to join the network as long as all Credentialing requirements are met and contract terms can be agreed upon. Factors that are used by CareSource West Virginia to build its network:

- Number or type of providers where members reside
- Training or experience of specialists
- Time and distance
- Contracted Rates
- Network adequacy needs
  
- CareSource credentials providers using guidelines from the Centers for Medicare and Medicaid Services and the National Committee for Quality Assurance (NCQA) and as defined by West Virginia Code and the West Virginia Department of Insurance. Our Vice President/Senior Medical Director is responsible for the credentialing and recredentialing program. Through credentialing, we check the qualifications and performance of physicians and other health care practitioners. Providers are recredentialed a minimum of every three years and are considered to be recredentialed unless otherwise notified.
- For Hospital Selection – CareSource verifies licensure and accreditation status.
- For Practitioner Selection – CareSource verifies licensure and ensures the highest level of training and board certification, and also verifies all credentials through the National Practitioner Data Bank for information about the practitioner. In addition, practitioners are reviewed monthly for any sanctions

or prohibited affiliations at both state and federal websites. CareSource verifies that there are no outstanding fraud, waste and abuse issues as well as no internal quality concerns.

**3. How does CareSource establish that the CareSource West Virginia Network has an adequate number of providers and facilities within a reasonable distance from its members?**

CareSource West Virginia uses the vendor's Geo-Access software inputting the WV regulatory requirements of WV Legislative Rule §114-100-3 along with current member demographic information to verify network adequacy. In addition, the software is ran using CMS guidelines and General Essential Community Providers standards. CareSource Provider Engagement and Health Partner Life Cycle (HPLC) departments meet monthly to review the geo-access reports. HPLC runs additional reports through our vendors to look for providers to fill the gaps using the members' county and zip code and the provider specialty with a gap. In addition, the HPLC team will search online at HealthGuideUSA.org for providers in the state of WV in each county. The West Virginia Provider Engagement and Contracting team continuously works to negotiate agreements with providers to fill any gaps. In addition to the leads provided by HPLC the team searches google, the WV Board of Medicine and the WV Board of Osteopathic Medicine looking for any new providers licensed in the state. We also get leads from our current providers and members. Every lead from every source is followed up on.

**a. What are CareSource's documented, quantifiable and measurable processes for monitoring and assuring the sufficiency of the CareSource West Virginia Network in order to meet the health care needs of members on an ongoing basis?**

The vendor Geo-Access reporting is ran monthly with the WV regulatory requirements of WV Legislative Rule §114-100-3 along with current member demographic information to verify network access remains adequate. The provider engagement and contracting teams meet with the Health Partner Life Cycle (HPLC) team to review the report and assess the network and identify any new gaps. If gaps are identified, the provider engagement and contracting team will attempt to contract with a provider or specialists if one exists within adequacy standards.

**4. What are the specific provider and facility types within the CareSource West Virginia Network per West Virginia County?**

Members can locate a listing of all participating facilities and provider types electronically via the Find-A-Doctor tool. This is available online here: <https://findadoctor.caresource.com/?>

You can locate Find-A-Doctor via the CareSource.com homepage. Various search filters are available such as address, zip code, provider type and if the provider is accepting new patients.

A print directory can also be provided to members upon request (see question 6a below for process). However, CareSource's Find-A-Doc resource will have the most up to date information.

County	Specialty
Barbour, WV	Podiatry
Barbour, WV	Psychiatry
Barbour, WV	General Acute Care Hospital
Barbour, WV	Laboratory
Barbour, WV	Psychology
Barbour, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Barbour, WV	Licensed Clinical Social Workers
Barbour, WV	Primary Care
Berkeley, WV	Nephrology
Berkeley, WV	Plastic Surgery
Berkeley, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Berkeley, WV	Occupational Therapist
Berkeley, WV	Audiologist
Berkeley, WV	Orthopedic Surgery
Berkeley, WV	Podiatry
Berkeley, WV	Pulmonology
Berkeley, WV	General Acute Care Hospital
Berkeley, WV	Outpatient Dialysis
Berkeley, WV	Home Health

Berkeley, WV	Oncologists
Berkeley, WV	ENT/Otolaryngology
Berkeley, WV	Neurological Surgery
Berkeley, WV	Ophthalmology
Berkeley, WV	Licensed Clinical Social Workers
Berkeley, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Berkeley, WV	Durable Medical Equipment
Berkeley, WV	Anesthesiology
Berkeley, WV	Laboratory
Berkeley, WV	Pathology
Berkeley, WV	Endocrinology
Berkeley, WV	Neurology
Berkeley, WV	Urology
Berkeley, WV	Hematology
Berkeley, WV	Gastroenterology
Berkeley, WV	Dermatology
Berkeley, WV	Cardiothoracic Surgery
Berkeley, WV	Psychiatry
Berkeley, WV	Psychology
Berkeley, WV	General Surgery

Berkeley, WV	Cardiovascular Disease
Berkeley, WV	Primary Care
Boone, WV	Chiropractic
Boone, WV	Outpatient Dialysis
Boone, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Boone, WV	Home Health
Boone, WV	Cardiovascular Disease
Boone, WV	Ophthalmology
Boone, WV	General Acute Care Hospital
Boone, WV	Laboratory
Boone, WV	Pathology
Boone, WV	Psychology
Boone, WV	ENT/Otolaryngology
Boone, WV	Orthopedic Surgery
Boone, WV	Psychiatry
Boone, WV	Pulmonology
Boone, WV	Anesthesiology
Boone, WV	Dermatology
Boone, WV	Licensed Clinical Social Workers
Boone, WV	Primary Care
Braxton, WV	Podiatry
Braxton, WV	Psychiatry
Braxton, WV	Outpatient Dialysis
Braxton, WV	Anesthesiology
Braxton, WV	Pathology
Braxton, WV	Cardiovascular Disease

Braxton, WV	Nephrology
Braxton, WV	Orthopedic Surgery
Braxton, WV	General Acute Care Hospital
Braxton, WV	Home Health
Braxton, WV	Laboratory
Braxton, WV	General Surgery
Braxton, WV	Licensed Clinical Social Workers
Braxton, WV	Primary Care
Brooke, WV	Chiropractic
Brooke, WV	Dermatology
Brooke, WV	Endocrinology
Brooke, WV	Neurological Surgery
Brooke, WV	Cardiothoracic Surgery
Brooke, WV	Outpatient Dialysis
Brooke, WV	Home Health
Brooke, WV	Durable Medical Equipment
Brooke, WV	Audiologist
Brooke, WV	Allergy and Immunology
Brooke, WV	ENT/Otolaryngology
Brooke, WV	Plastic Surgery
Brooke, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Brooke, WV	Laboratory
Brooke, WV	Orthopedic Surgery
Brooke, WV	Gastroenterology
Brooke, WV	Neurology
Brooke, WV	Licensed Clinical Social Workers
Brooke, WV	Occupational Therapist

Brooke, WV	Anesthesiology
Brooke, WV	Podiatry
Brooke, WV	Urology
Brooke, WV	General Acute Care Hospital
Brooke, WV	Psychiatry
Brooke, WV	General Surgery
Brooke, WV	Hematology
Brooke, WV	Oncologists
Brooke, WV	Cardiovascular Disease
Brooke, WV	Primary Care
Brooke, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Cabell, WV	Allergy and Immunology
Cabell, WV	Laboratory
Cabell, WV	Outpatient Dialysis
Cabell, WV	Home Health
Cabell, WV	Dermatology
Cabell, WV	Plastic Surgery
Cabell, WV	Outpatient SUD Provider
Cabell, WV	Occupational Therapist
Cabell, WV	Durable Medical Equipment
Cabell, WV	Anesthesiology
Cabell, WV	Cardiothoracic Surgery
Cabell, WV	Hematology
Cabell, WV	Endocrinology
Cabell, WV	Pathology
Cabell, WV	Chiropractic
Cabell, WV	ENT/Otolaryngology
Cabell, WV	Urology
Cabell, WV	Gastroenterology
Cabell, WV	Podiatry
Cabell, WV	Pulmonology
Cabell, WV	Ophthalmology

Cabell, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Cabell, WV	Nephrology
Cabell, WV	Neurological Surgery
Cabell, WV	Oncologists
Cabell, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Cabell, WV	Neurology
Cabell, WV	Audiologist
Cabell, WV	General Acute Care Hospital
Cabell, WV	Orthopedic Surgery
Cabell, WV	Licensed Clinical Social Workers
Cabell, WV	Cardiovascular Disease
Cabell, WV	General Surgery
Cabell, WV	Psychiatry
Cabell, WV	Psychology
Cabell, WV	Primary Care
Calhoun, WV	General Surgery
Calhoun, WV	Orthopedic Surgery
Calhoun, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Calhoun, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Calhoun, WV	Occupational Therapist
Calhoun, WV	General Acute Care Hospital
Calhoun, WV	Laboratory
Calhoun, WV	Nephrology
Calhoun, WV	Cardiovascular Disease
Calhoun, WV	Primary Care
Clay, WV	Licensed Clinical Social Workers

Clay, WV	Primary Care
Doddridge, WV	Psychology
Doddridge, WV	Primary Care
Fayette, WV	Gastroenterology
Fayette, WV	Ophthalmology
Fayette, WV	Psychology
Fayette, WV	Audiologist
Fayette, WV	Hematology
Fayette, WV	Pathology
Fayette, WV	Cardiovascular Disease
Fayette, WV	Chiropractic
Fayette, WV	ENT/Otolaryngology
Fayette, WV	Outpatient Dialysis
Fayette, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Fayette, WV	Occupational Therapist
Fayette, WV	Home Health
Fayette, WV	General Surgery
Fayette, WV	Psychiatry
Fayette, WV	Laboratory
Fayette, WV	Podiatry

Fayette, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Fayette, WV	Licensed Clinical Social Workers
Fayette, WV	General Acute Care Hospital
Fayette, WV	Primary Care
Gilmer, WV	General Surgery
Gilmer, WV	Licensed Clinical Social Workers
Gilmer, WV	Psychology
Gilmer, WV	Primary Care
Gilmer, WV	Cardiovascular Disease
Grant, WV	Cardiovascular Disease
Grant, WV	ENT/Otolaryngology
Grant, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Grant, WV	Occupational Therapist
Grant, WV	Durable Medical Equipment
Grant, WV	Audiologist
Grant, WV	Anesthesiology
Grant, WV	Hematology
Grant, WV	Home Health
Grant, WV	Laboratory
Grant, WV	Oncologists
Grant, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Grant, WV	Dermatology
Grant, WV	General Surgery
Grant, WV	Orthopedic Surgery
Grant, WV	Ophthalmology
Grant, WV	General Acute Care Hospital
Grant, WV	Licensed Clinical Social Workers
Grant, WV	Primary Care
Greenbrier, WV	Neurological Surgery

Greenbrier, Ophthalmology  
WV

Greenbrier, Pulmonology  
WV

Greenbrier, Outpatient Dialysis  
WV

Greenbrier, Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)  
WV

Greenbrier, Durable Medical Equipment  
WV

Greenbrier, Hematology  
WV

Greenbrier, Plastic Surgery  
WV

Greenbrier, Psychiatry  
WV

Greenbrier, Oncologists  
WV

Greenbrier, Pathology  
WV

Greenbrier, Home Health  
WV

Greenbrier, Audiologist  
WV

Greenbrier, Laboratory  
WV

Greenbrier, Gastroenterology  
WV

Greenbrier, Neurology  
WV

Greenbrier, Anesthesiology  
WV

Greenbrier, Cardiovascular Disease  
WV

Greenbrier, ENT/Otolaryngology  
WV

Greenbrier, General Surgery  
WV

Greenbrier, Urology  
WV

Greenbrier, General Acute Care Hospital  
WV

Greenbrier, Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)  
WV

Greenbrier, Orthopedic Surgery  
WV

Greenbrier, Psychology  
WV

Greenbrier, Primary Care  
WV

Greenbrier, Licensed Clinical Social Workers  
WV

Hampshire, Chiropractic  
WV

Hampshire, Endocrinology  
WV

Hampshire, Gastroenterology  
WV

Hampshire, General Surgery  
WV

Hampshire, Orthopedic Surgery  
WV

Hampshire, Plastic Surgery  
WV

Hampshire, Audiologist  
WV

Hampshire, Neurological Surgery  
WV

Hampshire, Pulmonology  
WV

Hampshire, Laboratory  
WV

Hampshire, General Acute Care Hospital  
WV

Hampshire, Dermatology  
WV

Hampshire, Anesthesiology  
WV

Hampshire, Cardiovascular Disease  
WV

Hampshire, WV	Licensed Clinical Social Workers
Hampshire, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Hampshire, WV	Primary Care
Hancock, WV	Allergy and Immunology
Hancock, WV	Durable Medical Equipment
Hancock, WV	Audiologist
Hancock, WV	Ophthalmology
Hancock, WV	Chiropractic
Hancock, WV	Cardiovascular Disease
Hancock, WV	Licensed Clinical Social Workers
Hancock, WV	Primary Care
Hancock, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Hardy, WV	Cardiovascular Disease
Hardy, WV	Nephrology
Hardy, WV	Plastic Surgery
Hardy, WV	Audiologist
Hardy, WV	Chiropractic
Hardy, WV	Dermatology
Hardy, WV	Licensed Clinical Social Workers
Hardy, WV	Primary Care
Harrison, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Harrison, WV	Orthotics and Prosthetics
Harrison, WV	Pathology

Harrison, WV	Chiropractic
Harrison, WV	Plastic Surgery
Harrison, WV	General Acute Care Hospital
Harrison, WV	Oncologists
Harrison, WV	Allergy and Immunology
Harrison, WV	Endocrinology
Harrison, WV	Cardiothoracic Surgery
Harrison, WV	Outpatient Dialysis
Harrison, WV	Occupational Therapist
Harrison, WV	Home Health
Harrison, WV	Audiologist
Harrison, WV	Laboratory
Harrison, WV	Gastroenterology
Harrison, WV	Neurology
Harrison, WV	Orthopedic Surgery
Harrison, WV	Pulmonology
Harrison, WV	Urology
Harrison, WV	Durable Medical Equipment
Harrison, WV	Hematology
Harrison, WV	ENT/Otolaryngology

Harrison, WV	Podiatry
Harrison, WV	General Surgery
Harrison, WV	Psychology
Harrison, WV	Dermatology
Harrison, WV	Anesthesiology
Harrison, WV	Nephrology
Harrison, WV	Neurological Surgery
Harrison, WV	Psychiatry
Harrison, WV	Ophthalmology
Harrison, WV	Cardiovascular Disease
Harrison, WV	Licensed Clinical Social Workers
Harrison, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Harrison, WV	Primary Care
Jackson, WV	Chiropractic
Jackson, WV	Outpatient Dialysis
Jackson, WV	Home Health
Jackson, WV	Audiologist
Jackson, WV	Outpatient SUD Provider
Jackson, WV	Allergy and Immunology
Jackson, WV	General Surgery

Jackson, WV	Podiatry
Jackson, WV	General Acute Care Hospital
Jackson, WV	Laboratory
Jackson, WV	Ophthalmology
Jackson, WV	Orthopedic Surgery
Jackson, WV	Plastic Surgery
Jackson, WV	Psychology
Jackson, WV	Anesthesiology
Jackson, WV	Occupational Therapist
Jackson, WV	Licensed Clinical Social Workers
Jackson, WV	Cardiovascular Disease
Jackson, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Jackson, WV	Primary Care
Jackson, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Jefferson, WV	Plastic Surgery
Jefferson, WV	Podiatry
Jefferson, WV	Licensed Clinical Social Workers
Jefferson, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Jefferson, WV	Hematology
Jefferson, WV	Chiropractic

Jefferson, WV	Pulmonology
Jefferson, WV	General Acute Care Hospital
Jefferson, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Jefferson, WV	Laboratory
Jefferson, WV	Endocrinology
Jefferson, WV	ENT/Otolaryngology
Jefferson, WV	Home Health
Jefferson, WV	Durable Medical Equipment
Jefferson, WV	Cardiovascular Disease
Jefferson, WV	Psychiatry
Jefferson, WV	Orthopedic Surgery
Jefferson, WV	General Surgery
Jefferson, WV	Psychology
Jefferson, WV	Primary Care
Kanawha, WV	Cardiothoracic Surgery
Kanawha, WV	Outpatient SUD Provider
Kanawha, WV	Urology
Kanawha, WV	Orthotics and Prosthetics
Kanawha, WV	Hematology
Kanawha, WV	Pathology

Kanawha, WV	Allergy and Immunology
Kanawha, WV	Neurological Surgery
Kanawha, WV	Plastic Surgery
Kanawha, WV	Home Health
Kanawha, WV	Endocrinology
Kanawha, WV	Outpatient Dialysis
Kanawha, WV	Neurology
Kanawha, WV	Dermatology
Kanawha, WV	General Acute Care Hospital
Kanawha, WV	Occupational Therapist
Kanawha, WV	Podiatry
Kanawha, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Kanawha, WV	Anesthesiology
Kanawha, WV	ENT/Otolaryngology
Kanawha, WV	Nephrology
Kanawha, WV	Oncologists
Kanawha, WV	Licensed Clinical Social Workers
Kanawha, WV	Chiropractic
Kanawha, WV	Gastroenterology
Kanawha, WV	Durable Medical Equipment

Kanawha, WV	Cardiovascular Disease
Kanawha, WV	Laboratory
Kanawha, WV	Pulmonology
Kanawha, WV	Audiologist
Kanawha, WV	Orthopedic Surgery
Kanawha, WV	Ophthalmology
Kanawha, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Kanawha, WV	Psychology
Kanawha, WV	General Surgery
Kanawha, WV	Psychiatry
Kanawha, WV	Primary Care
Lewis, WV	Allergy and Immunology
Lewis, WV	Plastic Surgery
Lewis, WV	Pulmonology
Lewis, WV	Outpatient Dialysis
Lewis, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Lewis, WV	Home Health
Lewis, WV	Hematology
Lewis, WV	ENT/Otolaryngology
Lewis, WV	Neurology
Lewis, WV	Podiatry
Lewis, WV	Psychiatry
Lewis, WV	Psychology
Lewis, WV	Audiologist
Lewis, WV	Laboratory
Lewis, WV	General Surgery

Lewis, WV	Urology
Lewis, WV	Occupational Therapist
Lewis, WV	Nephrology
Lewis, WV	Cardiovascular Disease
Lewis, WV	Orthopedic Surgery
Lewis, WV	General Acute Care Hospital
Lewis, WV	Licensed Clinical Social Workers
Lewis, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Lewis, WV	Primary Care
Lincoln, WV	Psychiatry
Lincoln, WV	Primary Care
Logan, WV	ENT/Otolaryngology
Logan, WV	Gastroenterology
Logan, WV	Plastic Surgery
Logan, WV	Urology
Logan, WV	Psychology
Logan, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Logan, WV	Occupational Therapist
Logan, WV	Audiologist
Logan, WV	Orthopedic Surgery
Logan, WV	Podiatry
Logan, WV	Pulmonology
Logan, WV	Licensed Clinical Social Workers
Logan, WV	Laboratory
Logan, WV	Oncologists
Logan, WV	Pathology
Logan, WV	Allergy and Immunology
Logan, WV	Cardiovascular Disease
Logan, WV	Outpatient Dialysis
Logan, WV	Durable Medical Equipment
Logan, WV	Neurology

Logan, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Logan, WV	Dermatology
Logan, WV	General Surgery
Logan, WV	Ophthalmology
Logan, WV	General Acute Care Hospital
Logan, WV	Primary Care
Marion, WV	Chiropractic
Marion, WV	Neurology
Marion, WV	Pulmonology
Marion, WV	Psychology
Marion, WV	Outpatient Dialysis
Marion, WV	Outpatient SUD Provider
Marion, WV	Hematology
Marion, WV	Oncologists
Marion, WV	Dermatology
Marion, WV	Durable Medical Equipment
Marion, WV	Occupational Therapist
Marion, WV	Laboratory
Marion, WV	ENT/Otolaryngology
Marion, WV	Gastroenterology
Marion, WV	Podiatry
Marion, WV	Psychiatry
Marion, WV	Urology
Marion, WV	Ophthalmology
Marion, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Marion, WV	Audiologist
Marion, WV	Orthopedic Surgery
Marion, WV	General Surgery
Marion, WV	Nephrology
Marion, WV	Cardiovascular Disease
Marion, WV	Licensed Clinical Social Workers

Marion, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Marion, WV	Primary Care
Marshall, WV	ENT/Otolaryngology
Marshall, WV	Neurology
Marshall, WV	Podiatry
Marshall, WV	Urology
Marshall, WV	Psychology
Marshall, WV	Occupational Therapist
Marshall, WV	Audiologist
Marshall, WV	Gastroenterology
Marshall, WV	Psychiatry
Marshall, WV	Pulmonology
Marshall, WV	Licensed Clinical Social Workers
Marshall, WV	General Acute Care Hospital
Marshall, WV	Home Health
Marshall, WV	Hematology
Marshall, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Marshall, WV	Laboratory
Marshall, WV	Oncologists
Marshall, WV	Orthopedic Surgery

Marshall, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Marshall, WV	Anesthesiology
Marshall, WV	Pathology
Marshall, WV	Cardiothoracic Surgery
Marshall, WV	General Surgery
Marshall, WV	Ophthalmology
Marshall, WV	Cardiovascular Disease
Marshall, WV	Primary Care
Mason, WV	Chiropractic
Mason, WV	Nephrology
Mason, WV	Neurology
Mason, WV	Podiatry
Mason, WV	Outpatient Dialysis
Mason, WV	Durable Medical Equipment
Mason, WV	Audiologist
Mason, WV	Hematology
Mason, WV	Urology
Mason, WV	Psychology
Mason, WV	Home Health
Mason, WV	Anesthesiology
Mason, WV	Oncologists
Mason, WV	ENT/Otolaryngology
Mason, WV	Psychiatry
Mason, WV	Pulmonology
Mason, WV	Laboratory
Mason, WV	General Acute Care Hospital
Mason, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)

Mason, WV	Occupational Therapist
Mason, WV	Orthopedic Surgery
Mason, WV	Ophthalmology
Mason, WV	General Surgery
Mason, WV	Primary Care
Mason, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
McDowell, WV	Psychiatry
McDowell, WV	Licensed Clinical Social Workers
McDowell, WV	Outpatient Dialysis
McDowell, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
McDowell, WV	Cardiovascular Disease
McDowell, WV	Laboratory
McDowell, WV	General Surgery
McDowell, WV	Psychology
McDowell, WV	General Acute Care Hospital
McDowell, WV	Primary Care
Mercer, WV	Allergy and Immunology
Mercer, WV	Ophthalmology
Mercer, WV	Pulmonology
Mercer, WV	Psychology
Mercer, WV	Orthotics and Prosthetics
Mercer, WV	Endocrinology
Mercer, WV	Gastroenterology
Mercer, WV	Nephrology
Mercer, WV	Neurology
Mercer, WV	Urology

Mercer, WV	Licensed Clinical Social Workers
Mercer, WV	Hematology
Mercer, WV	Oncologists
Mercer, WV	Psychiatry
Mercer, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Mercer, WV	Occupational Therapist
Mercer, WV	ENT/Otolaryngology
Mercer, WV	Plastic Surgery
Mercer, WV	Audiologist
Mercer, WV	Pathology
Mercer, WV	Orthopedic Surgery
Mercer, WV	Outpatient Dialysis
Mercer, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Mercer, WV	Home Health
Mercer, WV	Dermatology
Mercer, WV	Durable Medical Equipment
Mercer, WV	General Surgery
Mercer, WV	Podiatry
Mercer, WV	Laboratory
Mercer, WV	Cardiovascular Disease
Mercer, WV	General Acute Care Hospital
Mercer, WV	Primary Care
Mineral, WV	Orthopedic Surgery
Mineral, WV	Plastic Surgery
Mineral, WV	Pulmonology
Mineral, WV	Urology
Mineral, WV	Outpatient Dialysis
Mineral, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)

Mineral, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Mineral, WV	Anesthesiology
Mineral, WV	Hematology
Mineral, WV	Nephrology
Mineral, WV	Psychiatry
Mineral, WV	General Acute Care Hospital
Mineral, WV	Audiologist
Mineral, WV	Laboratory
Mineral, WV	Cardiovascular Disease
Mineral, WV	General Surgery
Mineral, WV	Primary Care
Mingo, WV	Dermatology
Mingo, WV	General Surgery
Mingo, WV	Podiatry
Mingo, WV	Licensed Clinical Social Workers
Mingo, WV	Laboratory
Mingo, WV	Primary Care
Monongalia , WV	Chiropractic
Monongalia , WV	Orthotics and Prosthetics
Monongalia , WV	Home Health
Monongalia , WV	Outpatient SUD Provider
Monongalia , WV	Allergy and Immunology

Monongalia    Outpatient Dialysis  
, WV

Monongalia    Podiatry  
, WV

Monongalia    Durable Medical Equipment  
, WV

Monongalia    Laboratory  
, WV

Monongalia    Pathology  
, WV

Monongalia    Endocrinology  
, WV

Monongalia    General Acute Care Hospital  
, WV

Monongalia    Dermatology  
, WV

Monongalia    Urology  
, WV

Monongalia    Audiologist  
, WV

Monongalia    Gastroenterology  
, WV

Monongalia    Neurological Surgery  
, WV

Monongalia    Occupational Therapist  
, WV

Monongalia    Plastic Surgery  
, WV

Monongalia    Hematology  
, WV

Monongalia    Cardiothoracic Surgery  
, WV

Monongalia    Oncologists  
, WV

Monongalia    Pulmonology  
, WV

Monongalia    ENT/Otolaryngology  
, WV

Monongalia    Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)  
, WV

Monongalia , WV	Nephrology
Monongalia , WV	Ophthalmology
Monongalia , WV	Psychology
Monongalia , WV	General Surgery
Monongalia , WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Monongalia , WV	Orthopedic Surgery
Monongalia , WV	Neurology
Monongalia , WV	Licensed Clinical Social Workers
Monongalia , WV	Psychiatry
Monongalia , WV	Anesthesiology
Monongalia , WV	Cardiovascular Disease
Monongalia , WV	Primary Care
Monroe, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Monroe, WV	Chiropractic
Monroe, WV	Licensed Clinical Social Workers
Monroe, WV	Psychology
Monroe, WV	Primary Care
Morgan, WV	Licensed Clinical Social Workers
Morgan, WV	Neurological Surgery
Morgan, WV	Orthopedic Surgery

Morgan, WV	Pulmonology
Morgan, WV	Laboratory
Morgan, WV	Gastroenterology
Morgan, WV	General Acute Care Hospital
Morgan, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Morgan, WV	Occupational Therapist
Morgan, WV	General Surgery
Morgan, WV	Anesthesiology
Morgan, WV	Cardiovascular Disease
Morgan, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Morgan, WV	Primary Care
Nicholas, WV	Urology
Nicholas, WV	Outpatient Dialysis
Nicholas, WV	Occupational Therapist
Nicholas, WV	Durable Medical Equipment
Nicholas, WV	Audiologist
Nicholas, WV	Anesthesiology
Nicholas, WV	Cardiovascular Disease
Nicholas, WV	General Surgery
Nicholas, WV	General Acute Care Hospital

Nicholas, WV	Pathology
Nicholas, WV	ENT/Otolaryngology
Nicholas, WV	Ophthalmology
Nicholas, WV	Podiatry
Nicholas, WV	Orthopedic Surgery
Nicholas, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Nicholas, WV	Laboratory
Nicholas, WV	Neurology
Nicholas, WV	Licensed Clinical Social Workers
Nicholas, WV	Primary Care
Ohio, WV	Home Health
Ohio, WV	Audiologist
Ohio, WV	Neurological Surgery
Ohio, WV	Urology
Ohio, WV	Outpatient Dialysis
Ohio, WV	Endocrinology
Ohio, WV	Nephrology
Ohio, WV	Hematology
Ohio, WV	Laboratory
Ohio, WV	ENT/Otolaryngology
Ohio, WV	General Acute Care Hospital
Ohio, WV	Durable Medical Equipment
Ohio, WV	Pathology
Ohio, WV	Dermatology
Ohio, WV	Pulmonology
Ohio, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)

Ohio, WV	Occupational Therapist
Ohio, WV	Podiatry
Ohio, WV	Psychology
Ohio, WV	Oncologists
Ohio, WV	Plastic Surgery
Ohio, WV	Gastroenterology
Ohio, WV	Orthopedic Surgery
Ohio, WV	Psychiatry
Ohio, WV	Neurology
Ohio, WV	Licensed Clinical Social Workers
Ohio, WV	Ophthalmology
Ohio, WV	Anesthesiology
Ohio, WV	General Surgery
Ohio, WV	Cardiothoracic Surgery
Ohio, WV	Cardiovascular Disease
Ohio, WV	Primary Care
Ohio, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Pendleton, WV	Primary Care
Pleasants, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Pleasants, WV	Primary Care
Pocahontas, WV	General Surgery
Pocahontas, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Pocahontas, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Pocahontas, WV	Occupational Therapist
Pocahontas, WV	Psychiatry
Pocahontas, WV	Pulmonology

Pocahontas , WV	General Acute Care Hospital
Pocahontas , WV	Laboratory
Pocahontas , WV	Psychology
Pocahontas , WV	Licensed Clinical Social Workers
Pocahontas , WV	Primary Care
Preston, WV	Outpatient Dialysis
Preston, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Preston, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Preston, WV	Durable Medical Equipment
Preston, WV	Anesthesiology
Preston, WV	General Surgery
Preston, WV	Orthopedic Surgery
Preston, WV	Psychiatry
Preston, WV	Audiologist
Preston, WV	Laboratory
Preston, WV	Chiropractic
Preston, WV	Nephrology
Preston, WV	Home Health
Preston, WV	Pulmonology
Preston, WV	Licensed Clinical Social Workers

Preston, WV	Cardiovascular Disease
Preston, WV	Neurology
Preston, WV	General Acute Care Hospital
Preston, WV	Primary Care
Putnam, WV	Gastroenterology
Putnam, WV	Urology
Putnam, WV	Cardiothoracic Surgery
Putnam, WV	Outpatient Dialysis
Putnam, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Putnam, WV	Home Health
Putnam, WV	Pathology
Putnam, WV	Allergy and Immunology
Putnam, WV	Ophthalmology
Putnam, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Putnam, WV	Durable Medical Equipment
Putnam, WV	Audiologist
Putnam, WV	Dermatology
Putnam, WV	Nephrology
Putnam, WV	Pulmonology
Putnam, WV	Anesthesiology

Putnam, WV	Laboratory
Putnam, WV	Chiropractic
Putnam, WV	Endocrinology
Putnam, WV	Neurology
Putnam, WV	Neurological Surgery
Putnam, WV	Podiatry
Putnam, WV	Psychiatry
Putnam, WV	General Surgery
Putnam, WV	Cardiovascular Disease
Putnam, WV	Licensed Clinical Social Workers
Putnam, WV	Orthopedic Surgery
Putnam, WV	Psychology
Putnam, WV	Primary Care
Raleigh, WV	Plastic Surgery
Raleigh, WV	Psychology
Raleigh, WV	Occupational Therapist
Raleigh, WV	Hematology
Raleigh, WV	Allergy and Immunology
Raleigh, WV	Cardiothoracic Surgery
Raleigh, WV	Orthotics and Prosthetics
Raleigh, WV	Nephrology
Raleigh, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Raleigh, WV	Home Health
Raleigh, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)

Raleigh, WV	Laboratory
Raleigh, WV	Oncologists
Raleigh, WV	Pathology
Raleigh, WV	Gastroenterology
Raleigh, WV	Licensed Clinical Social Workers
Raleigh, WV	Outpatient Dialysis
Raleigh, WV	Chiropractic
Raleigh, WV	Pulmonology
Raleigh, WV	Urology
Raleigh, WV	Endocrinology
Raleigh, WV	Durable Medical Equipment
Raleigh, WV	Dermatology
Raleigh, WV	Orthopedic Surgery
Raleigh, WV	Ophthalmology
Raleigh, WV	Neurology
Raleigh, WV	Psychiatry
Raleigh, WV	Podiatry
Raleigh, WV	Audiologist
Raleigh, WV	ENT/Otolaryngology
Raleigh, WV	General Acute Care Hospital
Raleigh, WV	Cardiovascular Disease
Raleigh, WV	General Surgery
Raleigh, WV	Primary Care
Randolph, WV	Allergy and Immunology
Randolph, WV	Dermatology
Randolph, WV	ENT/Otolaryngology
Randolph, WV	Neurology
Randolph, WV	Outpatient Dialysis
Randolph, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)

Randolph, WV	Occupational Therapist
Randolph, WV	Durable Medical Equipment
Randolph, WV	Hematology
Randolph, WV	Gastroenterology
Randolph, WV	Ophthalmology
Randolph, WV	Psychiatry
Randolph, WV	Pulmonology
Randolph, WV	Urology
Randolph, WV	Cardiothoracic Surgery
Randolph, WV	Psychology
Randolph, WV	General Acute Care Hospital
Randolph, WV	Audiologist
Randolph, WV	Anesthesiology
Randolph, WV	Laboratory
Randolph, WV	Oncologists
Randolph, WV	Podiatry
Randolph, WV	Licensed Clinical Social Workers
Randolph, WV	Pathology
Randolph, WV	General Surgery
Randolph, WV	Nephrology

Randolph, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Randolph, WV	Cardiovascular Disease
Randolph, WV	Primary Care
Ritchie, WV	Home Health
Ritchie, WV	Occupational Therapist
Ritchie, WV	Psychology
Ritchie, WV	Primary Care
Ritchie, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Roane, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Roane, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Roane, WV	Occupational Therapist
Roane, WV	Home Health
Roane, WV	Durable Medical Equipment
Roane, WV	Anesthesiology
Roane, WV	Licensed Clinical Social Workers
Roane, WV	Laboratory
Roane, WV	General Surgery
Roane, WV	Neurological Surgery
Roane, WV	Podiatry
Roane, WV	Pulmonology
Roane, WV	Orthopedic Surgery
Roane, WV	Cardiovascular Disease
Roane, WV	General Acute Care Hospital
Roane, WV	Primary Care
Summers, WV	Cardiovascular Disease
Summers, WV	Ophthalmology
Summers, WV	Licensed Clinical Social Workers

Summers, WV	Psychology
Summers, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Summers, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Summers, WV	Occupational Therapist
Summers, WV	Home Health
Summers, WV	Durable Medical Equipment
Summers, WV	Anesthesiology
Summers, WV	Hematology
Summers, WV	Pathology
Summers, WV	Laboratory
Summers, WV	General Acute Care Hospital
Summers, WV	Primary Care
Taylor, WV	Psychology
Taylor, WV	Outpatient Dialysis
Taylor, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Taylor, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Taylor, WV	Occupational Therapist
Taylor, WV	Nephrology
Taylor, WV	Plastic Surgery
Taylor, WV	General Acute Care Hospital
Taylor, WV	Licensed Clinical Social Workers
Taylor, WV	Laboratory
Taylor, WV	Chiropractic
Taylor, WV	Neurology

Taylor, WV	Cardiovascular Disease
Taylor, WV	Primary Care
Tucker, WV	Podiatry
Tucker, WV	Psychology
Tucker, WV	Anesthesiology
Tucker, WV	Psychiatry
Tucker, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Tucker, WV	Primary Care
Tyler, WV	General Acute Care Hospital
Tyler, WV	Home Health
Tyler, WV	Laboratory
Tyler, WV	Primary Care
Upshur, WV	ENT/Otolaryngology
Upshur, WV	Pulmonology
Upshur, WV	Psychology
Upshur, WV	Outpatient Dialysis
Upshur, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Upshur, WV	Home Health
Upshur, WV	Urology
Upshur, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Upshur, WV	Durable Medical Equipment
Upshur, WV	Hematology
Upshur, WV	Laboratory
Upshur, WV	Pathology
Upshur, WV	Orthopedic Surgery
Upshur, WV	Podiatry
Upshur, WV	Audiologist
Upshur, WV	General Surgery
Upshur, WV	Nephrology
Upshur, WV	General Acute Care Hospital
Upshur, WV	Cardiovascular Disease

Upshur, WV	Neurology
Upshur, WV	Psychiatry
Upshur, WV	Ophthalmology
Upshur, WV	Licensed Clinical Social Workers
Upshur, WV	Primary Care
Wayne, WV	Ophthalmology
Wayne, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Wayne, WV	Laboratory
Wayne, WV	General Surgery
Wayne, WV	Psychiatry
Wayne, WV	Licensed Clinical Social Workers
Wayne, WV	Psychology
Wayne, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Wayne, WV	Primary Care
Webster, WV	Cardiothoracic Surgery
Webster, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Webster, WV	Cardiovascular Disease
Webster, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Webster, WV	Laboratory
Webster, WV	General Acute Care Hospital
Webster, WV	Nephrology
Webster, WV	Licensed Clinical Social Workers
Webster, WV	Primary Care
Wetzel, WV	Chiropractic
Wetzel, WV	Podiatry
Wetzel, WV	Licensed Clinical Social Workers

Wetzel, WV Outpatient Dialysis

Wetzel, WV Durable Medical Equipment

Wetzel, WV Audiologist

Wetzel, WV Hematology

Wetzel, WV Neurology

Wetzel, WV Pulmonology

Wetzel, WV General Acute Care Hospital

Wetzel, WV Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)

Wetzel, WV Home Health

Wetzel, WV Laboratory

Wetzel, WV Nephrology

Wetzel, WV Cardiothoracic Surgery

Wetzel, WV Occupational Therapist

Wetzel, WV Ophthalmology

Wetzel, WV Oncologists

Wetzel, WV Pathology

Wetzel, WV General Surgery

Wetzel, WV Cardiovascular Disease

Wetzel, WV Orthopedic Surgery

Wetzel, WV Primary Care

Wetzel, WV Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)

Wirt, WV Home Health

Wirt, WV Occupational Therapist

Wirt, WV Psychology

Wirt, WV Cardiovascular Disease

Wirt, WV Licensed Clinical Social Workers

Wirt, WV Primary Care

Wirt, WV Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)

Wood, WV Orthotics and Prosthetics

Wood, WV Outpatient SUD Provider

Wood, WV Endocrinology

Wood, WV	Plastic Surgery
Wood, WV	General Acute Care Hospital
Wood, WV	Outpatient Dialysis
Wood, WV	Hematology
Wood, WV	Allergy and Immunology
Wood, WV	Dermatology
Wood, WV	Home Health
Wood, WV	ENT/Otolaryngology
Wood, WV	Gastroenterology
Wood, WV	Neurological Surgery
Wood, WV	Podiatry
Wood, WV	Oncologists
Wood, WV	Licensed Clinical Social Workers
Wood, WV	Diagnostic Radiology (free-standing; hospital outpatient; ambulatory health facilities with Dx Radiology)
Wood, WV	Durable Medical Equipment
Wood, WV	Laboratory
Wood, WV	Pathology
Wood, WV	Chiropractic
Wood, WV	Nephrology
Wood, WV	Orthopedic Surgery
Wood, WV	Urology
Wood, WV	Neurology
Wood, WV	Audiologist
Wood, WV	Anesthesiology
Wood, WV	Cardiothoracic Surgery
Wood, WV	General Surgery
Wood, WV	Ophthalmology
Wood, WV	Psychiatry
Wood, WV	Pulmonology
Wood, WV	Cardiovascular Disease
Wood, WV	Psychology
Wood, WV	Occupational Therapist

Wood, WV	Primary Care
Wood, WV	Physical Therapy (individual physical therapists providing care in Free-standing; hospital outpatient and ambulatory health care facilities)
Wyoming, WV	Licensed Clinical Social Workers
Wyoming, WV	Psychology
Wyoming, WV	Outpatient Dialysis
Wyoming, WV	Durable Medical Equipment
Wyoming, WV	Cardiovascular Disease
Wyoming, WV	Podiatry
Wyoming, WV	Primary Care

**5. What is CareSource’s process to ensure that members are able to obtain a covered benefit, at the in-network benefit level, from a non-participating provider should the CareSource West Virginia Network not be sufficient?**

CareSource is committed to promoting the delivery of high quality care in the most appropriate setting and recognizes that there are occasions when it is medically necessary for members to obtain care outside of CareSource’s provider network and, therefore, has established processes and criteria for obtaining Prior Authorization to out of network providers. All non-participating providers must have prior authorization of services except in situations that are outlined in section 4 of your Evidence of Coverage (EOC). When authorization is approved for an out-of-network provider, the service is payable at the Network level and are limited to the Maximum Allowable Amount for adults. You may be responsible for any amount in excess of the Maximum Allowable Amount. These benefits will have the same Copay, Coinsurance, and Deductible requirements as those Health Care Services would have had if received from a Network Provider. In some situations, as required by law, a Non-Network Provider is not allowed to bill you for services covered by CareSource, when they are aware CareSource is a Health Maintenance Organization.

**6. What are CareSource’s procedures for making and authorizing referrals within and outside the CareSource West Virginia Network?**

CareSource does not have a procedure for making or authorizing referrals within or outside of the network, as referrals are not required for in or out-of-network providers. However, there are some covered services that require a Prior Authorization (list can be found here: [Prior Authorization | West Virginia – Marketplace | CareSource](#)). Prior Authorization is required for any out-of-network provider

service, as the Utilization Management team can determine if there is an in-network provider that is near the member.

Members can call Member Services for this information as well.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

**a. Where can members find a comprehensive listing of CareSource West Virginia Network of participating providers (including Primary Care Providers) and facilities to members?**

Members can locate a listing of all participating providers and facilities electronically via the Find-A-Doctor tool. This is available online here: <https://findadoctor.caresource.com/>

You can locate Find-A-Doctor via the CareSource.com homepage. Various search filters are available such as address, zip code, provider type and if the provider is accepting new patients.

Members can call Member Services for this information as well.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

Provider directories are required pursuant to West Virginia Code § 33-55-4. These shall be available online and via print upon request. Id. The health carrier shall provide a either a full printed copy or a copy of the requested information upon request. When providing a limited amount of the provider directory to the requesting party, the provider must comply with the rules set out generally in West Virginia Code of State Regulations Title 114 Series 100 Rules. Specifically in addition to the provider list the health carrier shall include:

- Disclosure of the date when the directory was update and or printed. See Gen 114 CSR 100 Rule 7.2.3
- General information for the provider network, such as, how the carrier built its provider network, a note regarding the need for authorization or referrals for access, a description of the tiers and which tier each provider is grouped in. Id. Rule 7.2.5
- Customer Service contacts Id. Rule 7.2.6

- Information relating to how the health carrier will accommodate the communication needs of the individuals with disabilities, and a link to or information regarding assistance for persons with limited English Proficiency. Id. Rule 7.2.9

The health carrier does not need to keep complete directories preprinted but must print the whole directory upon request or the select provider information and include the mandatory disclosures and information as outlined in Rule 7 as pertinent information.

### **How can members obtain a printed copy of the provider directory?**

When you become a member, you will receive a new member kit. Included is a postcard that you can mail back to request a print directory. You can also call Member Services (number below) to request a print directory. If you request a print directory, that directory is tailored to each individual member based on their home address. The CareSource process ensures that the print directory is created and sent via US Postal Service to the member within 5 business days.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

### **b. Where can members find information related to timely referrals for access to specialty care? Where can members find information related to expedited referral process when a member's condition is urgent?**

CareSource West Virginia does not require referrals in order for claims to pay. CareSource West Virginia may require a prior authorization to be submitted prior to care. If the service is urgent, the provider can submit an expedited Prior Authorization request. Prior Authorizations can be found here: [Prior Authorization | West Virginia – Marketplace | CareSource](#)

Members can call Member Services for this information as well.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

### **c.. When can members access services outside of the CareSource West Virginia Network?**

Health Care Services you receive from Non-Network Providers are Covered Services if:

- You receive Emergency Health Care Services;
- You receive Urgent Care Services while you are temporarily outside the Service Area;
- There is a specific situation involving the continuity of your health care, as explained in Section 3 of your EOC;
- You receive Health Care Services from a Non-Network Provider (such as a radiologist, anesthesiologist, pathologist, Emergency Room physician, or consulting Physician) while you are in a Hospital or other Facility that is a Network Provider; or
- The HealthCare Services you need are Covered Services under the Plan and not available from a Network Provider or Facility. In this case, you, your Primary Care Provider (PCP), or Non-Network Provider must obtain our Prior Authorization.

Most services from non-network providers may require prior authorization. Unless otherwise specified in Section 4 of the EOC, benefits provided under this section are payable at the Network level and are limited to the Maximum Allowable Amount for adults. These benefits will have the same Copay, Coinsurance, and Deductible requirements as those Health Care Services would have had if received from a Network Provider.

### **7. What is CareSource’s process to enable members to change Primary Care Providers?**

CareSource West Virginia allows members to select a PCP upon enrollment and change that provider at any time by contacting member services. Members are informed of this process in their Member Handbook. The information can be found under the Primary Care Provider Section under Where and How to Get Care.

<https://www.caresource.com/wv/plans/marketplace/plan-documents/>

### **8. What are CareSource’s quality assurance standards that must be adequate to identify, evaluate, and remedy problems relating to access, continuity and quality of care?**

CareSource is currently recognized as an accredited entity for West Virginia Marketplace by the National Committee for Quality Assurance (NCQA).

If problems arise related to access, continuity and quality of care, they are identified through Grievance and Appeals, Complaints, and Member Experience Survey results through the annual Quality Assessment. They are evaluated through the quarterly Quality Committee as part of the Quality Work Plan. The problems are remedied through an intervention strategy to positively impact our Quality Assessment goals.

CareSource has a Quality Improvement Program to ensure that CareSource has the necessary infrastructure to:

- Coordinate care using evidence-based tools.
- Improve member health and outcomes.

- Promote quality care.
- Ensure performance and efficiency on an ongoing basis.
- Improve the quality, safety and equity of clinical care and services

The CareSource Quality Improvement Program governs the quality assessment and improvement activities for CareSource WV Marketplace products. The scope includes the ability to:

- Meet the quality requirements of the Centers for Medicare and Medicaid Services (CMS), State and/or Federal regulators and the Affordable Care Act (ACA), if applicable.
- Establish safe clinical practices throughout the network of practitioners and providers.
- Provide quality oversight of all clinical services.
- Comply with NCQA accreditation standards.
- Monitor and evaluate member, practitioner and provider satisfaction.
- Review and assure appropriate resolution of all quality of care concerns, and clinical quality of care grievances
- Ensure CareSource Programs are effectively serving members with culturally and linguistically diverse needs.
- Ensure effective care for members with varying levels of health, safety or welfare needs, including complex health issues.
- Assess specific population health characteristics and needs, including the social determinants of health.
- Assess the geographic availability and accessibility of primary and specialty care providers.

The Quality Improvement Program goals and objectives include:

- Ensuring a high-quality practitioner and provider network through a comprehensive credentialing, peer review, and contracting process.
- Collaborating with practitioners and providers to implement strategies to improve coordination and continuity of care.
- Improving patient safety, and monitoring outcomes through the use of patient safety indicators.

The Quality Enterprise Committee reviews and approves the annual Quality Improvement Program Description and Evaluation documents.

### **9. What are CareSource’s methods for assessing the health care needs of members and their satisfaction with services?**

CareSource West Virginia utilizes grievance and appeals data, annual member satisfaction survey, and quarterly member Advisory Councils to monitor and assess needs and satisfaction of members with benefits and services.

**10. What are CareSource’s efforts to address the needs of covered persons, including, but not limited to, children and adults, including those with limited English proficiency or illiteracy, diverse cultural or ethnic backgrounds, physical or mental disabilities, and serious, chronic, or complex medical conditions—including CareSource’s efforts, when appropriate, to include various types of Essential Community Providers (ECPs) in its network?**

CareSource abides by the National Standards for Culturally and Linguistically Appropriate Services and educates providers in our network, including Essential Community Providers, on the importance of cultural competency. CareSource has offered a contract to all available ECP providers in each county. ECP Providers who have contracted with CareSource are educated on training opportunities and encouraged to improve their own cultural competency and ability to address the needs of individuals with limited English proficiency, diverse cultural or ethnic backgrounds, physical or mental disabilities, and serious, chronic or complex medical conditions. Additionally, as individual member needs are identified, our Medical team provides direct consultation and support to providers to remove barriers to obtaining optimal health outcomes. Our care management program takes a team-based approach, bringing providers onto the team, as permitted, and addressing individuals’ needs and concerns in real time. Finally, health equity is embedded into our holistic population health approach. We routinely analyze data to identify health disparities prevalent in racial, ethnic and disabilities populations so that we can tailor benefits and provider engagement strategies to meet the needs of those members.

**11. What are CareSource’s method of informing members of the plan’s covered services and features?**

Members are informed of services and features by the EOC, which is mailed out to members and available on our website: <https://www.caresource.com/wv/plans/marketplace/plan-documents/> Services and features would include the covered services that are outlined in Section 5 of the EOC, Pharmacy benefits in Section 6, and all other information the member may need. As always if you have any questions about your plan or benefits, please call Member Services as they can assist with any questions.

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

**a. What are CareSource’s Grievance and Appeals procedures?**

We hope you are happy with your CareSource benefits and services. If you are dissatisfied with a provider, disagree with a decision we have made, or you are unhappy with something about our health plan, let us know. You or your authorized representative are welcome to contact us to file a grievance or

appeal. You can find more information about Grievance and Appeals on the CareSource website: <https://www.caresource.com/wv/members/tools-resources/grievance-appeal/marketplace/>

Your EOC contains the Grievance and Appeals process in Section 9. Your EOC can be found on the CareSource website: <https://www.caresource.com/wv/plans/marketplace/plan-documents/>

#### **b. What specialty medical services are available?**

Members can locate the health services offered through their plan's Schedule of Benefits, EOC (Section 5 Covered Services), Member Handbook (Your Benefits), or CareSource.com <https://www.caresource.com/wv/plans/marketplace/benefits-services/>

Specialty Medical Services can be found at these locations and include, but not limited to:

- ABA therapy\* (Applied Behavioral Analysis)
- Allergy Testing and Treatment
- Bone Mass Measurements
- Chiropractic Services\*
- Hospice Care\*
- Inhalation Therapy\* (Asthma, Breathing, etc.)
- Occupational Therapy\*
- Pain Management\*
- Physical Therapy\*
- Podiatry (Foot) Services
- Smoking/Tobacco Cessation (Counseling to quit smoking/tobacco use)
- Speech Therapy\*
- Surgeries\* (General, Reconstructive, etc.)
- TMJ Services\* (Jaw pain or problems with jaw movement)
- Transplant Services\*

\*Prior Authorization Required

#### **c. What is the CareSource process for member's choosing and changing providers?**

CareSource West Virginia allows members to select a PCP upon enrollment and change that provider at any time by contacting member services. Members are informed of this process in their Member Handbook, the information can be found under the Primary Care Provider Section under Where and How to Get Care. Selecting and changing of PCP is also addressed in EOC under 'Your Primary Care Provider' section.

<https://www.caresource.com/wv/plans/marketplace/plan-documents/>

#### **d. What is CareSource's process for updating its provider directory?**

CareSource updates the provider directory at least monthly. If you have any questions related to the electronic or print directory, please contact Member Services. Directory information can be found in your EOC in Section 3, How the Plan Works.

**e. What are the health services offered, including services through the preventive care benefit by CareSource?**

Members can locate the health services offered through their plan Schedule of Benefits, EOC (Section 5 Covered Services), Member Handbook (Your Benefits), or CareSource.com

<https://www.caresource.com/wv/plans/marketplace/benefits-services/> you can also call member services if you have any questions.

- Annual Well Visit (Physical Exam)
- Autism Spectrum Disorder Screening
- Blood Pressure Screening (Adults)
- Breast Cancer Screening (Mammogram)
- Cervical and Vaginal Cancer Screening (Pap smear) Cholesterol Screening (Adults)
- Colorectal Cancer Screening
- Developmental Screening (Under age three)
- Diabetes Screening
- Disease Screening and Treatments (e.g., Hepatitis, HIV and STI/STD.)
- Domestic/Interpersonal Violence Screening
- Glaucoma Screening Immunizations (e.g., Flu, Pertussis and Hep B shots.) Lung Cancer Screening Prostate
- Cancer Screening Sports Physicals

Member Services: 1-855-202-0622

Interpreter Services: 1-855-202-0622

TTY/TTD: 1-800-982-8771 or 711

**f. What are CareSource's procedures for covering and approving emergency, urgent, and specialty care?**

This information can be found at <https://www.caresource.com/wv/members/tools-resources/where-to-get-care/marketplace/> and in Section 4 of the EOC

**Emergency Services**

Emergency services are considered a medical problem that you think is so serious that it must be treated right away by a doctor. Some examples of when emergency services are needed include:

- Miscarriage/pregnancy with vaginal bleeding

- Severe chest pain
- Loss of consciousness
- Uncontrolled bleeding
- Major burns

Emergency care is covered both in and out of our service area, within the United States. You do not have to contact CareSource for a prior authorization before you get emergency services. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure whether you need to go to the emergency room, call your PCP or the CareSource24 Nurse Advice Line.

Emergency Services are the most expensive out of pocket cost for members, and should be used only when you have a true medical emergency. If you are unsure of whether you should get emergency care, please call our CareSource24 Nurse Advice Line.

### **Urgent Care**

Urgent care is utilized for a sudden illness, injury or condition that isn't an emergency, but needs care right away.

If you think you need to get urgently needed care, you can:

- Call your PCP for advice.
- Call CareSource24, our Nurse Advice Line.
- Go to a network urgent care center listed in our Find a Doctor tool.

After you go, always call your PCP to schedule follow-up care.

When you are outside the service area, you might not be able to get care from a network provider. In that case, our plan will cover urgently needed care you get from any provider within the United States or its territories.

### **Specialty Care**

Members can locate the health services offered through their plan's Schedule of Benefits, EOC (Section 5 Covered Services), Member Handbook (Your Benefits), or CareSource.com <https://www.caresource.com/wv/plans/marketplace/benefits-services/>

Specialty Medical Services can be found at these locations and include, but not limited to:

- ABA therapy\* (Applied Behavioral Analysis)
- Allergy Testing and Treatment
- Bone Mass Measurements
- Chiropractic Services\*
- Hospice Care\*
- Inhalation Therapy\* (Asthma, Breathing, etc.)
- Occupational Therapy\*
- Pain Management\*

- Physical Therapy\*
- Podiatry (Foot) Services
- Smoking/Tobacco Cessation (Counseling to quit smoking/tobacco use)
- Speech Therapy\*
- Surgeries\* (General, Reconstructive, etc.)
- TMJ Services\* (Jaw pain or problems with jaw movement)
- Transplant Services\*

\*Prior Authorization Required

**g. What is CareSource’s documented process to identify the potential needs of special populations?**

Through Care Management, CareSource engages in robust person-centered planning for special populations, including children engaged in the child-welfare system, and children and adults with I/DD, SMI or SUD. Our membership is stratified based on utilization, diagnosis and other triggers, and members of special populations are referred to our Concierge Care Coordination program that assigns the member a single point of contact for care coordination. That Care Coordinator then works with the member, their family and chosen natural supports and providers to build a comprehensive person centered plan driven by the member’s preferences and choices. Where the person centered plan identifies a gap in care, our care coordinators work to fill those gaps, identifying potential out-of-network providers who deliver the covered benefit and can meet the need.

**12. What is CareSource’s system for ensuring Continuity of Care for members referred to specialty physicians and for members using ancillary services, including social services and other community resources, and for ensuring appropriate discharge planning? How can members change providers during the period of Continuity of Care?**

While you are expected to seek Health Care Services from Network Providers, when appropriate, we will manage continuity of care requests for you by coordinating care across the Network to ensure that your care is not disrupted or interrupted. Continuity of care concerns may arise when a Non-Network Provider is treating you when you first enroll in the Plan. In addition, continuity of care issues may arise when a Network Provider is no longer a Provider within our Network or when you are or will be receiving services for which a Prior Authorization was received from another plan or payer.

The Continuity of Care Section in your EOC outlines the situations in which Continuity of Care applies.

If the member has any needs in finding providers or services, the Utilization Management team will connect the member with a care manager who can collaborate with member to ensure providers, services, and community supports are located. If the member is currently within a facility, the Care Management team will follow the outlined Transitions of Care process, collaborate with discharge planners, and ensure the member has a safe and timely discharge to home.

**Continuity of Care for Existing Covered Persons**

We will continue to pay for Covered Services you receive from your PCP, for thirty (30)calendar days after the date your PCP leaves the Network, unless your PCP was terminated from our Network for

reasons related to Fraud or quality of care. If you are undergoing treatment for Sickness, Injury, disability or a congenital condition, the Plan may authorize continuing coverage with that PCP from the date the PCP left the Network for up to ninety (90) calendar days.

### **Changing Providers:**

CareSource West Virginia allows members to select a PCP upon enrollment and change that provider at any time by contacting Member Services. Members are informed of this process in their Member Handbook, the information can be found under the Primary Care Provider Section under Where and How to Get Care. Selecting and changing of PCP is also addressed in EOC under 'Your Primary Care Provider' section.

<https://www.caresource.com/wv/plans/marketplace/plan-documents/>

### **13. What is CareSource's proposed plan for providing continuity of care in the event of contract termination between CareSource and any of its participating providers, or in the event of CareSource's insolvency or other inability to continue operations? How will members notified of the contract termination, or the health carrier's insolvency or other cessation of operations, and transitioned to other providers in a timely manner?**

CareSource West Virginia notifies members via letter of provider terminations that may impact them.

In the event insolvency occurs, CareSource West Virginia's reinsurance policy includes a provision that provides reimbursement for member care until the end of the period for which premiums have been paid. We will cover the inpatient stay in acute care hospitals and nursing facilities through discharge for those members confined on an inpatient basis. CareSource West Virginia would continue to reimburse for a member's care until the member is discharged from the acute care setting or nursing facility if the organization became insolvent during the inpatient confinement.

### **14. What is CareSource's process for monitoring access to physician specialist services in emergency room care, anesthesiology, radiology, hospitalist care, and pathology/laboratory services at their participating hospitals?**

CareSource contracts with independent specialists to ensure proper network adequacy. Specialists are reviewed along with all provider types during monthly meetings. Additionally, facilities may have specialists that work for the facility that are contracted with CareSource through the Facility Contract.

CareSource Provider Engagement works with each hospital to complete the Hospital Based Service Identification form when the hospital is contracted and then annually thereafter. This form lists the inpatient and outpatient services offered by the hospital as well as if their hospital based physicians are employed or contracted. Employed physicians are part of the hospital contract. Contracted providers are contacted when the form is completed and asked to participate in the network. Any providers that will not contract then are contacted annually to again request that they participate.

Contracted hospitals are contractually required to notify CareSource of any changes to provider participation for all health care professionals employed by or under contract or acting as independent contractors for or with Provider to render Covered Services to CareSource members.

## Provider Directories

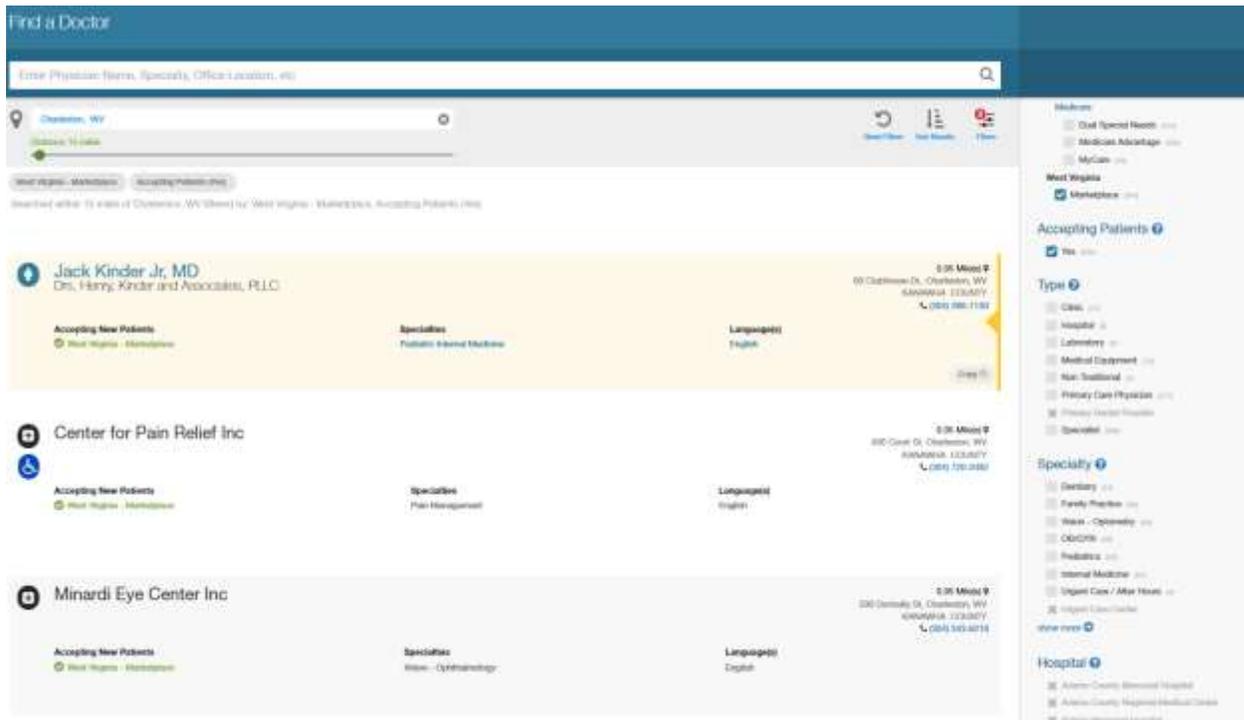
### 1. Below is a screenshot of CareSource’s electronic provider directory:

CareSource has one network for West Virginia and CareSource does not tier providers. You can locate CareSource’s participating providers electronically on Find-A-Doctor:

<https://findadoctor.caresource.com/?>

In order to find providers in your area you can search your address or zip code, you can filter the directory by limiting the Program to West Virginia and if you are a new patient checking the Accepting New Patient Filter as well. If you are looking for a specific type of provider you can also select the type of provider you need.

If you have any questions or concerns, please contact Member Services.





CareSource strives to ensure that its Provider Directory is accurate and up-to-date. To that end, CareSource employs several verification and update protocols throughout the year to ensure the Provider Directory is as accurate and up-to-date as reasonably possible.

The CareSource process to ensure an accurate provider directory is to engage with a vendor to perform outreach. The vendor will outreach to our provider network on a quarterly basis and ask providers to attest to the information we have stored for them. The vendor will collect updates/changes to provider information to update the CareSource system to keep provider data current and accurate. In addition, CareSource will also get updates directly from providers, and that provider information will be updated in the system to keep provider data current and accurate.

WV-EXC-M-1304300 OIC Approved: 04/29/2022