



The Health Plan has partnered with different vendors to assist us in providing certain benefits and programs for our WV Medicaid and WVCHIP members, collectively known as Mountain Health Trust. We would like to introduce you to our vendors, what they provide, and how to reach them directly. A copy of the vendor list is mailed to all new members as part of the welcome packet.

The vendor list can also be viewed at:

<https://www.healthplan.org/wv-medicaid/current-members/member-materials>

<https://www.healthplan.org/wv-medicaid/current-members/wvchip-member-materials>

- **Skygen:** Assists both adult and child members with their dental benefits. Skygen can be reached at 1-888-983-4698 or TTY 1-800-508-6975 with any questions about available dental services or for help in finding a dentist near you. [www.SkygenUSA.com](http://www.SkygenUSA.com)
- **Superior:** Provides vision coverage to our members under age 21. Superior Live Support can be reached at 1-800-879-6901, or members can visit [www.superiorvision.com](http://www.superiorvision.com) to see their claim history or find a provider.
- **inComm:** Issues gift cards to members for completing healthy activities. inComm, using the OTC platform, sends gift cards to members monthly for certain health care activities, such as a well-child exam, mammogram or COVID vaccine. THP Customer Service can assist with any inComm questions at 1-888-613-8385
- **Mom's Meals:** Provides food kits to new moms after delivery of newborn. Meals consist of 10-day prepackaged healthy meals for mom. Meals are shipped directly to member's home. [www.momsmeals.com](http://www.momsmeals.com)
- **Teladoc:** Provides 24/7 access to US board-certified doctors by phone or video for many non-emergency illnesses. They can be contacted at 1.800.TELADOC (1.800.835.2362) (TTY 711) or online at [www.teladoc.com/thehealthplanofwv](http://www.teladoc.com/thehealthplanofwv).
- **mPulse:** Text campaign vendor. mPulse allows THP to connect with our members through texting and helps to educate about health care services our members should receive. mPulse also allows THP to notify members of gift cards that can be earned by completing healthy activities.
- **eviCore/Palladian:** Oversees prior authorizations for our members for select services such as physical therapy, occupational therapy, DME, and chiropractic services. 1-800-918-8924 or online at [www.evicore.com](http://www.evicore.com).
- **Elevate:** Assists with reviewing member eligibility for Supplemental Security Income (SSI). Vendor will contact member to assist with application for SSI if found to be an eligible candidate for services.

For further assistance or questions regarding any of these vendors or programs, please contact The Health Plan Customer Service at 1-888-613-8385 (TTY, call 711). Hours of operation are 8am-5pm EST, Monday to Friday.