

Chapter

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About Us & Communicating With Us





Welcome

The Health Plan of West Virginia Inc. dba The Health Plan (THP) appreciates its physicians, practitioners, hospitals, and ancillary providers and value your dedication and commitment to serve our community.

In 2023, THP redesigned the Provider Manual to make it easier for you to view and find important information, and procedures for all providers participating in our West Virginia, Ohio, and Administrative Services Only (ASO) network.

About Us

THP is a not-for-profit, 501(c)(4) corporation, chartered in West Virginia and headquartered in Wheeling. A Board of Directors represented by citizens of the communities in which we serve governs THP. The plan holds HMO Certificates of Authority in both Ohio and West Virginia. THP currently employs over 500 people throughout three office locations: Wheeling, Charleston, West Virginia, and Massillon, Ohio.

THP has been developing and implementing products and services that manage and improve the health and well-being of our members through a team of health care professionals and partners from across our communities since 1979.

Communicating with Us

Our dedicated staff at THP will assist providers and members when issues, questions, or concerns arise. THP's hours of operation are 8 a.m. to 5 p.m. EST Monday through Friday. We've compiled a quick reference guide that lists important contacts.

Customer Service – Assistance with Benefits, Prior Authorizations, Eligibility, and Claims	
Commercial	1.888.847.7902
Self-Insured/Administrative Services Only	1.888.816.3096
Medicare Advantage	1.877.847.7907
Mountain Health Trust including WV Medicaid and WV Children's Health Insurance Program	1.888.613.8385
Behavioral Health	1.877.221.9295
Coordination of Benefits (COB)	1.800.624.6961, ext. 7903
eviCore Healthcare	1.877.791.4101
Emergency Nurse Line (24/7)	1.866.687.7347



Email Contacts	
Electronic Data Interchange (EDI)	edi@healthplan.org
Provider Data Quality (PDQ)	pdq@healthplan.org
Self-Service Links to submit & view claim status and submit & view prior authorizations, etc.	
Provider Manual	healthplan.org/providers/resources/provider-manual
THP Corporate Website	healthplan.org
THP Secure Provider Portal	myplan.healthplan.org
Provider Directory	findadoc.healthplan.org/
Practice Management Consultant	https://www.healthplan.org/providers/overview/meet-practice-management-consultant

Disclaimer:

Information in THP's Provider Manual is subject to change by THP at any time. For example, THP may add, delete, or otherwise change information in THP's Provider Manual to comply with applicable law or otherwise in accordance with regulatory requirements or for any other reason as determined by THP in its sole discretion. THP will strive to communicate certain changes through provider newsletters, Core Communications, special mailings, and/or online communications; however, THP disclaims any responsibility to highlight changes and/or notify any provider of changes. It is up to each provider to review this Provider Manual and all other relevant documents and to comply with applicable requirements.

In addition to THP's Provider Manual, please check THP's Provider Resources webpage frequently for policy and procedure updates. THP's Provider Manual, together with other administrative requirements (as described in the applicable provider agreement) and policies, are binding upon providers, as applicable. Notwithstanding any provision to the contrary, THP does not make any representations about the applicability of any particular language to any entity or individual, any situation, or in any state or jurisdiction.

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