



WVCHIP
350 Capitol Street, Room 251
Charleston, WV 25301

Who to Call with Questions

Utilization Management	HealthSmart	(toll free) 1-800-356-2392
Prior Authorizations		(fax) 1-855-619-4678
Claims	Molina	(toll free) 1-800-479-3310
Orthodontia Prior Authorizations	WVCHIP	Mail to: WVCHIP 350 Capitol St., Rm 251 Charleston, WV 25301
Prescription Drug Benefits & Claims	CVS Caremark	(toll free) 1-800-241-3260 www.caremark.com
Pharmacy Help Desk	CVS Caremark	(toll free) 1-800-241-3260
Common Specialty Drugs	HealthSmart	(toll free) 1-800-356-2392 www.healthsmart.com
Prescription Drug Prior Authorization Program	WVU's School of Pharmacy (Rational Drug Therapy Program – RDTP)	(toll free) 1-800-847-3859 (fax) 1-800-531-7787
Eligibility, Application Status, Renewals, and General Information	WVCHIP Helpline	(toll free) 1-877-982-2447 www.chip.wv.gov
Online Electronic Application Applying for WVCHIP	WVInRoads	www.wvinroads.org
Change of Address or Household Status or Add a Newborn	DHHR Customer Service Hotline	(toll free) 1-877-716-1212
General Health Information Help Lines	CAMC WVU Healthline	(toll free) 1-888-432-5849 (toll free) 1-800-982-8242