

Peak Health FAQs

1. What is Peak Health?

Peak Health is an insurance services company founded in 2021, located in Morgantown, WV, and built on the partnership of WVU Medicine, Marshall Health, and Mountain Health Network. Peak's innovative approach will provide a new option in healthcare in West Virginia and beyond. Our mission is to make health care more accessible, understandable, and collaborative.

2. How do I contact Member Service?

You may contact Member Service at 1-833-5-MYPEAK (1-833-569-7325) Monday through Friday 8:00 am to 5:00 pm ET, excluding holidays. Our customer support staff is well-trained and able to solve problems efficiently and quickly for our members.

3. How can I access MyPeak in the Epic MyChart app?

Download the Epic MyChart app and select Peak Health on your mobile device or tablet to access your information digitally.

4. How can I view my medical ID card?

Accessing your Peak Health medical ID card is simple. Log into MyPeak/MyChart where you can print your card or view it from your smartphone. You may also contact Member Service to request a paper medical ID card.

5. Does Peak Health offer nationwide access to providers?

Peak Health is available to all eligible employees regardless of where you reside. Peak Health will allow for access to a national network of providers via Aetna's First Health Complementary network.

6. Where can I find information about claims that have been processed?

You may log in to MyPeak/MyChart to find your claims.

7. What charges may I be responsible for when I get services?

Depending on your plan, you may have:

- A copay at each visit
- An annual deductible (possibly a family deductible)
- Coinsurance (the percentage of the doctor's bill that you pay after you meet your deductible)
- Charges for non-covered services or charges in excess of the allowed amount (if you go to a non-network doctor or facility)

You may be charged more for services if you use a non-network doctor. Always use an in-network doctor to keep your out-of-pocket costs down.

8. Why did I receive a second ID card for my prescription drugs?

Your employer may have partnered with a separate Pharmacy Benefit Manager (PBM). You will receive a separate ID card for your prescription drug benefits. Please use this card when visiting the pharmacy.