

Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Partner News!

Need to know

WVSA Website:
<https://www.wvsenioradvantage.com/>

Submit Claims to:
EDI #WVS01 (thru 12/31/25)
Clearinghouse: SSI Claimsnet

Provider Portal:
<https://www.wvsenioradvantage.com/providers-partners/#Segundo> (thru 12/31/25)

Network Operations:
(844) 854-6888 (thru 12/31/25)

Required Annual Model of Care Training:
<https://www.wvsenioradvantage.com/training-material/>

Medicare:
<https://www.medicare.gov/>

SHIP:
<http://www.wvship.org/>

office 304.343.1950
700 Chappell Road
Charleston, WV 25304
WVSeniorAdvantage.com

Hello, Healthcare Partners!

Member Benefits for 2026!

NO CHANGE/SAME AS 2025:

- **Dental** (Submit claims to):
FCL Dental
101 Parklane Blvd.
Sugar Land, TX 77478
Customer Service: (866) 791-5550
Find a dentist at <https://search.fclidental.com/>
- **Hearing:** NationsBenefits/NationsHearing, (866) 951-4327 (TTY/TDD: 711)
- **Podiatry:** No vendor; submit as medical claim
- **Transportation** (non-emergent): Ride Health
<https://communicare-advantage.ridehealth.com/login/ridehealth>
- **Pharmacy** (Submit pharmacy claims to):
MedImpact, 10181 Scripps Gateway Ct., San Diego, CA 92131
Customer Service: (833) 697-8516

NEW/UPDATED:

- **Updated Prior Authorization** (announced in Special Edition newsletter 12/2/2025); form is attached to the email that you received this newsletter and will be on WVSA website 1/1/2026
- **New Third-Party Administrator is Access Health Services (AHS)**, eff. 1/1/2026 (announced in Special Edition newsletter 12/19/2025) for Provider & Member Services and provider portal
- **New Vision Provider:** NationsBenefits/NationsVision, (866) 951-4327 (TTY/TDD: 711), <https://wvsa.nationsbenefits.com/vision>



Sample WVSA Member ID Card

West Virginia Senior Advantage
Health Plan (80840): 7841 294 987
Member ID: W000001004

Member:
Test8 Test8

Payer ID: WVS01

RxBIN#:	012312
RxPCN#:	PARTD
RxGrp#:	H9153001

H9153 PBP# 001 West Virginia Senior Advantage (HMO SNP)

Printed: 09/25/2024

For Members
Pharmacy MedImpact: xxx-xxx-xxxx
Customer Service: xxx-xxx-xxxx TTY 711

For Providers xxx-xxx-xxxx

Medical Claim Address: PO Box 21063
Eagan, MN 55121

For Pharmacists: xxx-xxx-xxxx
Pharmacy Claims: MedImpact
10181 Scripps Gateway Ct.
San Diego, CA 92131

www.wvsenioradvantage.com

Is a Member About to Leave Your Facility?

Please submit a Disenrollment/Discharge Form or a SNF to SNF Transfer Form to West Virginia Senior Advantage as soon as you know that a member is going to leave your facility. When we receive the forms, the WVSA clinical team can prepare to care for our member as the member transitions out of your facility, and will alert our finance team to stop capitation (CAP) payments to your facility for that member. Plus, if a member is transferring to another WVSA facility, the form will alert us to direct the CAP payments for that member to the correct facility.

Any other form of communication about a member leaving your facility will result in a follow-up email requesting the official forms to be completed and submitted.

Did you know?

New hires in our SNF facilities are invited! Get an overview about WVSA and how we work with you. Attend one of the weekly orientations on Wednesdays at 10:30 a.m. Get the Zoom link from your E.D. Ask questions and be informed in less than 20 minutes. We look forward to meeting you and anyone else who could benefit from this information!

Provider News newsletters are on the WVSA website:
<https://www.wvsenioradvantage.com/providers-partners/>

Prior authorization forms are submitted by our PHP NP Case Manager partners or by rendering providers! If submitted by rendering providers, it is important that they include clinical documents, any pertinent comments, their name and phone number, along with face sheets. If you have questions, contact RN Case Manager Kelli Bachtel, kelli.bachtel@cphp-corp.com.

Need help scheduling Ride Health non-emergent transportation for a member? The Ride Health portal <https://communicare-advantage.ridehealth.com/login> offers live chat support and telephonic assistance, 8 a.m.-8 p.m., Mon-Fri. If you have general questions, contact your Concierge Manager at CHSConcierge@communicare-advantage.com.

Reminders!

Have you taken the CMS-required annual Model of Care training?

The Centers for Medicare & Medicaid Services (CMS) requires health plans to provide annual education and training on Model of Care to providers who treat Special Needs Plan (SNP) recipients. This applies to our Institutional Special Needs Plan (ISNP) members.

As stated in the Provider Manual, all providers who treat SNP members must complete West Virginia Senior Advantage's MOC training and submit an attestation annually.

- If you are our **partners in our skilled nursing facilities**, you will take the training online through Relias.
- If you are our **community partners**, you may take the training on our website: <https://www.wvsenioradvantage.com/training-material/> At the end of the training, a pop up will ask for Your Name, Organization Name, NPI, Date, and to checkmark that you agree to the terms.

Update Provider Data

Providers must give West Virginia Senior Advantage adequate notice of changes to provider practice following the terms of their participating agreement with our health Plan.

Submit Your Claims

Submit any remaining claims for the year before your billing staff goes on holiday break. Avoid missing any deadlines to file your claims and avoid loss of revenue or denied claims.



Do you know how to detect FWA?

(The following is from <https://www.hipaaxams.com/blog/fraud-waste-abuse>)

“One of the most significant differences between FWA is that fraud involves voluntarily committing wrong actions, whereas waste and abuse tend to be accidents in billing.

Examples of Medicare fraud include knowingly:

- Billing for things that were never given to the patient.
- Billing for no-show appointments.
- Changing claim forms, medical records, receipts, or prescriptions to receive a higher payment.

Examples of Medicare waste include:

- Scheduling excessive/unnecessary appointments.
- Writing for excessive/unnecessary prescriptions.
- Ordering excessive/unnecessary tests, labs, or imaging.

Examples of Medicare abuse include unknowingly:

- Billing for excessive/unnecessary medical services or supplies.
- Billing for brand name drugs (which are more expensive), but dispensing a cheaper generic version.
- Misusing ICD-10 codes on a chart or claim, which is called upcoding or unbundling codes.”

To report Health Plan-related concerns or issues, contact the Health Plan Compliance team at healthplan-compliance@chs-corp.com or the Complaint ActionLine at (800) 238-1770 anonymously and confidentially, 24/7.

Getting to Know the SNP MOC!

Beginning with the October 2023 newsletter, we started showing you parts of our Model of Care. This is not a substitute for taking the annual training and submitting an attestation, though. You will still need to do that per CMS requirements. MOC training is available online in Relias Learning for our facilities and is on our website for our community providers.

What is our Model of Care and why do we have it?

An effective MOC describes the framework, processes, and systems used to coordinate care for our members. We focus on these four elements:

1. Description of the SNP (Special Needs Plan) population
2. **Care coordination:**
 - Health Risk Assessment (HRA)
 - **Individualized Care Plan (ICP)**
 - Interdisciplinary Care Team (ICT)
 - Care Transitions
3. Provider network
4. Quality measurement and performance improvement

2. Care coordination: Individualized Care Plan (ICP)

The ICP:

- begins with the completion of the Health Risk Assessment Tool (HRAT).
- is developed by the APC and/or the RN.
- identifies the interventions that support the member's goals of care.

Elements of the ICP include:

- member needs
- goals of care
- preferences
- services
- individualized measurable goals

In addition, the ICP is:

- reviewed and updated according to the approved Model of Care.
- communicated to all Interdisciplinary Care Team (ICT) members.
- kept in the Electronic Medical Records (EMRs) for ICT to review.



Your Partners at West Virginia Senior Advantage

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- **Shawn Krumm, Partner News Editor,**
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Email Support

- **Group Network Management:**
wvsa.provider.network@chs-corp.com
- **Group Member Advocacy:**
wvsa.member.advocacy@chs-corp.com
- **Sales Team:** ISNPsales@chs-corp.com
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
 - > Enrollment applications
 - > SNF to SNF transfer requests
 - > Hospice notification
- **ISNP Disenrollment:** ISNPdisenrollment@chs-corp.com
 - > Disenrollment requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Referral:** ISNPPreferral@chs-corp.com
 - > For facilities to send referrals to the health plan
- **Clinical Team:**
wvsa.clinical@chs-corp.com
- **Pharmacy:**
wvsa.pharmacy.support@chs-corp.com
- **Compliance:** healthplan-compliance@chs-corp.com

