

Partners in Compassionate Care:

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



Partner News!

Hello, Healthcare Partners!

Key Words are “FCL Dental” and “NationsBenefits”!

When contacting **dental providers** on behalf of WVSA members:

- Please identify the member’s insurance as **“FCL Dental.”**
- Some offices may recognize **FCL** under the name **Dentemax**, so you may mention that, if helpful.
- Please do **not** state that the member’s dental coverage is through West Virginia Senior Advantage.

When contacting **vision providers**:

- Please identify the member’s insurance as **“NationsBenefits.”**
- Please do **not** state that the member’s vision coverage is through West Virginia Senior Advantage.

Using the correct benefit administrator names—**FCL Dental** and **NationsBenefits**—helps ensure providers recognize the coverage and prevents members from being turned away by mistake.

Finally, please use the member's ID card to verify their benefits with Nations and FCL.

Thank you for keeping this in mind and for your continued support of our members.

COMPASSION. COMMUNITY.

Need to Know

WVSA Website:

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

Submit Claims to:

EDI: #70023

Clearinghouse: SDS

Provider Portal Access Request Form:

ppmanagement@accesshealthservices.com

Provider Portal:

<https://portal.claims.aprosystems.com>

Network Operations:

(866) 250-6352

Required Annual Model of Care Training:

<https://www.wvsenioradvantage.com/training-material/>

Medicare:

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

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

office 866.250.6352
10123 Alliance Rd., Ste. 240
Blue Ash, OH 45242
WVSeniorAdvantage.com

EDs and BOMs, 1st Mid-Year Survey

Thanks, again, Executive Directors and Business Office Managers, for taking the annual survey at the end of 2025! This year, we introduced our first mid-year survey that was emailed to you, recently. We look forward to receiving your valuable feedback. So, please take this quick two-minute survey.



Ride Health is for WVSA Members Only!

To help avoid a variety of issues, please do not create Ride Health accounts for residents who are not West Virginia Senior Advantage members. Only WVSA members are eligible to receive this benefit of 36 one-way trips through Ride Health each year.

Also, to assure that WVSA members receive the appropriate Ride Health transportation for their needs, whoever is scheduling the rides must choose under **Mobility**:

- Vehicle Type
- Assistance

Then, click **Update**.

The Ride Health portal <https://communicare-advantage.ridehealth.com/login/ridehealth> has live chat support and telephonic assistance, 8:00 a.m.—8:00 p.m., Mon—Fri, EST.

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 Teams link from your E.D. Ask questions and be informed in less than 20 minutes. We look forward to meeting you!

There are no limitations for rehabilitation therapy for our members when using our internal rehab therapy service and when medically necessary. Plus, there are no limitations as to how many minutes each therapy session can last when medically necessary.

Rendering providers submit prior authorization forms! It is important that they include clinical documents, any pertinent comments, their name and phone number, along with face sheets. [Case Managers can assist with information and questions regarding prior auths, but they do not complete the forms.](#) If you have questions, contact Nicole Werner, Director of Care Coordination, niwerner@communicare-advantage.com.

Hello and Welcome, Elizabeth Hayes, VP, Sales & Marketing

Elizabeth Hayes is a healthcare leader with more than 20 years of experience in the healthcare industry and over 12 years in leadership, business development, and sales management. Throughout her career, she has dedicated herself to improving the lives of seniors and helping individuals navigate complex healthcare systems with compassion, integrity, and excellence. Elizabeth has extensive experience working within skilled nursing facilities, hospice, home health, and post-acute care settings.

Outside of her professional career, Elizabeth is a devoted mother who values family, personal growth, and making a positive impact on the lives of others. She enjoys spending time outdoors, cheering on Ohio State football, and continually investing in self-improvement and leadership development.



Important Enrollment/Disenrollment Info

To remain on our plan, members must reside within a participating facility.

When a resident discharges to a home in the community or to a nonparticipating facility, it is important to communicate the discharge to the plan as soon as possible. This helps ensure timely removal of the resident from your membership roster.

Best Practice: As soon as possible upon discharge, complete and submit the Disenrollment/ Discharge form to ISNPDisenrollment@chs-corp.com.

Why is it important to notify the health plan timely?

If the plan isn't notified timely, the member remains on the health plan, while they reside outside of the facility, which causes a delay in the member obtaining other health plan coverage. Plus, the member would have to see the health plan providers and follow our health plan's benefits. **Note:** Disenrollment dates are determined based on the date the plan submits the disenrollment form and NOT on the date the individual discharged from the facility.

Please note: Disenrollments/Discharges should be communicated to the Health Plan using the Disenrollment/Discharge form. Any other form of communication will result in a follow-up email requesting the official Disenrollment/Discharge form to be completed and submitted.



Reminders!

--It's halfway through the year--

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.



Would you know it if you saw it or heard it?

(The following is from https://oig.hhs.gov/reports-and-publications/featured-topics/ihs/training/fraud-waste-and-abuse-for-health-care-providers/content/#/lessons/Q_LqIRct1c1EKs6p7TnS8VmuldHlizi6)

Fraud is an intentional or deliberate act to deprive another of property or money by deception or other unfair means. The ways in which fraud occurs are as unique as the individual perpetrators, their motives, and the situations they exploit. Fraud is intentionally submitting false information to the Government (including situations in which you should have known the information was false) to get money or a benefit.

Waste includes practices that, directly or indirectly, result in unnecessary costs to federally-funded programs, such as overusing services. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuse of resources.

Abuse includes actions that may, directly or indirectly, result in unnecessary costs to federally-funded programs. Abuse involves paying for items or services when there is no legal entitlement to that payment.

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!

Since the October 2023 newsletter, we've been 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: Care Transitions

Care transition refers to the movement of a member from one care setting to another as the member's health status changes. Our goal is to ensure continuity of care.

During care transitions, the ICT works to effectively manage, coordinate, and monitor transitions.

When a transition occurs, the SNF/NF caregivers contact the APC and PCP.

The APC and PCP collaborate to manage the member and support goals of treatment in the most appropriate setting of care.

After an inpatient admission or emergency department visit, the PCP and/or SNF/NF staff notify the APC of the member's return to the facility. The APC with RN support resumes management of care in collaboration with the PCP.



Member Benefits Information

- **Dental:**
(submit claims to)
FCL Dental
101 Parklane Blvd.
Sugar Land, TX 77478
Customer Service: (866) 791-5550
Find a dentist at <https://search.fcl dental.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>
- **Vision:**
NationsBenefits/NationsVision
(866) 951-4327 (TTY/TDD: 711)
<https://wvsa.nationsbenefits.com/vision>
- **Pharmacy:**
(submit pharmacy claims to)
MedImpact
10181 Scripps Gateway Ct.
San Diego, CA 92131
Customer Service: (833) 697-8516

Provider Information

- **Access Health Services (AHS):**
PO Box 3630
Little Rock, AR 72202
Provider Services: (866) 225-8501
- **Prior Authorization Form:**
Form is on WVSA website
<https://www.wvsenioradvantage.com/providers-partners/>
- **Provider Portal Access Request Form:**
Send email to
ppmanagement@accesshealthservices.com
- **Provider Portal:** <https://portal.claims.aprosystems.com>
- **Submit Claims to:**
EDI: #70023
Clearinghouse: SDS



Your Partners at West Virginia Senior Advantage

Network & Provider Relations

- **Robert Witham**, Senior Director Contracting & Provider Relations
robert.witham@communicare-advantage.com
(804) 987-5283
- **Hannah Dickson**, Concierge Manager
CHSConcierge@communicare-advantage.com
(304) 894-7257
- **Shawn Krumm**, Newsletter Editor, Manager, Provider Education & Communication, skrumm@communicare-advantage.com, (513) 469-8555

Product Growth & Development

- **Travis Johnson**, Partner Engagement Manager (Northern half of WV)
travis.johnson@communicare-advantage.com
(304) 923-6897
- **William Lawrence**, Partner Engagement Manager (Southern half of WV)
william.lawrence@communicare-advantage.com
(304) 890-5565

Operations

- **Amy Acker**, Chief Operating Officer
amy.acker@communicare-advantage.com
(703) 789-1929

Phone Support

- **Provider Services:** (866) 225-8501
- **Appeals/Grievances:** (866) 225-8501

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

