West Virginia Senior Advantage

SPECIAL EDITION NEWSLETTER – JUNE 17, 2026

Partners in Compassionate Care:

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



Partner News!

New Transfer Form

Effective immediately, please begin using the new **Transfer Form** that is attached to the email from which you received this newsletter.

We have simplified and streamlined our number of forms for when our members transfer to another skilled nursing facility or to hospice. Having only one form will help minimize administrative burdens on you, our provider partners, and can help us work together even better.

DO NOT USE these forms titled:

- SNF to SNF Transfer Form – Notice of Transfer
- Notice of Member Transfer to Hospice/Hospital Care

ONLY USE this new form titled:

- **Transfer Form**

Please contact your Partner Engagement Manager, Member Advocate, or Concierge Manager if you have questions.

Thanks for all you do to take care of our members and all of your residents!

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

COMPASSION. COMMUNITY.

Your Partners at West Virginia Senior Advantage

Network & Provider Relations

- **Robert Witham**, Senior Director Contracting & Provider Relations
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  (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)
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- **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:** ISNPreferral@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



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