West Virginia Senior Advantage

SEPTEMBER 2026 NEWSLETTER

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!

You Asked! We're Answering!

-Turning your mid-year survey feedback into a helpful resource-

Thanks, BOMs and EDs, for responding to our first *mid-year* survey! One of your responses that stands out is your desire for more education/information about WVSA. So, we're adding something to what we've been providing.

Your current online sources of information

- Weekly orientations (via Microsoft Teams)
- Monthly highlight reminders (emails)
- Newsletters and special edition newsletters (emails and website archive)

Your current in-person and phone contacts

- Partner Engagement Managers
- Member Advocates
- Sales Representatives
- Concierge Manager

New - Individual Information or Training Requests

Now, each of you may contact us to request information or training that you personally want by submitting the new **Information or Training Request** form that is attached to the email of this newsletter. We want to make WVSA easier to understand and helpful in your day-to-day work. We look forward to hearing from you!

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

Mid-Year Survey Says!

Executive Directors and Business Office Managers, thanks for helping us help you!



You submitted answers for the first mid-year satisfaction survey which ended July 31st. We were very happy to receive your responses so that we can act on them.

Who responded?

- Ohio: 40.63%
- **West Virginia: 31.25%**
- Indiana: 28.13%

Our teams have been reviewing the results so that we can improve our services to you and keep you satisfied and very satisfied.

We'll look forward to hearing from you again when we send our annual satisfaction survey to you in November.

Are You Using the New Transfer Form That Was Sent in the Special Edition Newsletter, June 17, 2026?

The new **Transfer Form** (for **SNF to SNF Transfer** and **SNF to Hospice Transfer**) went into effect on June 17, 2026. In case you did not receive that Special Edition Newsletter, the form is attached to the email that you received this September newsletter.

We 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 and can help us work together even better.

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.

Ride Health is for WVSA members only! Only WVSA members are eligible to receive this benefit of 36 one-way trips through Ride Health each year.

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.

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Would you know it if you saw it?

(The following content is from oig.usaid.gov)

Fraud: the wrongful or criminal deception intended to result in financial or personal gain. Fraud includes false representation of fact, making false statements, or concealing information.

Waste: the thoughtless or careless expenditure, mismanagement, or abuse of resources to the detriment (or potential detriment) of an organization. Waste also includes incurring unnecessary costs resulting from inefficient or ineffective practices, systems, or controls.

Abuse: excessive or improper use of a thing, or to use something in a manner contrary to the natural or legal rules for its use.

"The difference depends on circumstances, intent, and knowledge."
(https://cmsnationaltrainingprogram.cms.gov)

The continuum of fraud, waste, and abuse based on the severity of the act:
(Image from Bart Office of the Inspector General, oig.bart.gov/definitions-of-fraud-waste-and-abuse)



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NOTE: *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.*

Reminders!

—It's September—
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.

Penny Auction at Crestview Healthcare Center!



A fun rivalry, excitement, and laughter while pennies were a-flyin'! It was a wonderful social time for our many members at Crestview.

Thanks to WVSA Member Advocates Carly Castillo and Shannon Wilson for bringing the joy!





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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

3. Provider network

West Virginia Senior Advantage provides a comprehensive network of providers, specialists, and facilities with the specialized clinical expertise pertinent to the care and treatment of long-term nursing facility residents. A thorough credentialing and re-credentialing process is followed to ensure that providers are competent with active licenses.

Provider expectations:

- Collaborate closely with the assigned APC and/or RN and the entire ICT to improve care, outcomes, and satisfaction, and to develop and update the ICP
- Utilize nationally-recognized and accepted practices for providing care (Clinical Practice Guidelines, Preventive Health Recommendations, etc.)
- Provide ongoing primary care services and refer members for specialty and other health services as appropriate
- Complete initial Model of Care training and annually thereafter



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.fcldental.com/
  Note: *Identify member's insurance as FCL Dental (or Dentemax),* ***not*** *West Virginia Senior Advantage*

- **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 claims to):
  MedImpact
  10181 Scripps Gateway Ct.
  San Diego, CA 92131
  Customer Service: (833) 697-8516

Provider Information

- **Access Health Services (AHS):**
  PO Box 3398
  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.aproposystems.com

- **Submit Claims to:**
  EDI: #70023
  Clearinghouse: SDS



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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

- Rebecca Frango, Senior Contracting & Provider Relations Manager
  rebecca.frango@communicare-advantage.com
  (540) 391-0499

- **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

Past newsletters are available at https://www.wvsenioradvantage.com/providers-partners/.

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
  - SNF to Hospice transfer requests

- **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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