

## 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:

#### WWSA Website:

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

#### Provider Portal:

<https://www.wvsenioradvantage.com/providers-partners/#Segundo>

**Network Operations:**  
(844) 854-6888

#### Required Annual Model of Care and Attestation:

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

#### Medicare:

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

### Hello, Healthcare Partners!

Introducing, your newsletter! You'll receive this quarterly beginning Oct 1<sup>st</sup> to give you:

- updates
- reminders
- clarification and answers to frequent questions
- need-to-know information

### What's New?

You helped four CommuniCare facilities earn Bronze and Silver Quality Awards by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL)!

- Cabell Healthcare Center, Culloden, WV
- Cameron Healthcare Center, Cameron, WV
- Lincoln Healthcare Center, Hamlin, WV
- Hillcrest Healthcare Center, Danville, WV

The awards will be presented during the AHCA/NCAL Convention & Expo in October in Denver, CO.  
Read the full story [here](#).

### Alert!

Some providers' mail is being returned to us. This slows down important health care information about your patients for whom we provide health care benefits. Please update your address to help ensure your mail is delivered more timely. Contact the following:

**State board** (for West Virginia Board of Pharmacy)

<https://www.wvbop.com/practitioners/oa/index.asp?reload=1>

**DEA** (Drug Enforcement Administration)  
[https://www.deadiversion.usdoj.gov/online\\_forms\\_apps.html](https://www.deadiversion.usdoj.gov/online_forms_apps.html)

**NPPES** (National Plan & Provider Enumeration System)  
<https://nppes.cms.hhs.gov/#/>

# Reminders!

## Have you taken our 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 our Special Needs Plan (SNP) members. This applies to our Institutional Special Needs Plan (ISNP) and Chronic Condition Special Needs Plan (CSNP) members.

All providers who treat SNP members must complete West Virginia Senior Advantage's Model of Care training and submit an attestation annually.

## 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.

## Your Partners at West Virginia Senior Advantage

### Network & Provider Relations

- **Sherri Jackson**,  
Network Operations Director  
[sherri.jackson@communicare-advantage.com](mailto:sherri.jackson@communicare-advantage.com)  
(304) 894-7238
- **Brad Smith**,  
Contract Manager,  
[johnbrad.smith@chs-corp.com](mailto:johnbrad.smith@chs-corp.com)  
(304) 890-0803
- **Hannah Dickson**,  
Provider Advocate,  
[hannah.dickson@communicare-advantage.com](mailto:hannah.dickson@communicare-advantage.com)  
(304) 894-7257
- **Megan Berry**,  
Provider Advocate,  
[megan.berry@communicare-advantage.com](mailto:megan.berry@communicare-advantage.com)  
(304) 894-7255
- **Robin Thomas**,  
Provider Advocate,  
[robin.thomas@communicare-advantage.com](mailto:robin.thomas@communicare-advantage.com)  
(304) 894-7240
- **Shawn Krumm**, Partner News Editor,  
Manager, Provider Education and  
Communication, [skrumm@communicare-advantage.com](mailto:skrumm@communicare-advantage.com), (513) 469-8555

### E-mail Support

- **Group Network Management:**  
[wvsa.provider.network@chs-corp.com](mailto:wvsa.provider.network@chs-corp.com)
- **Group Member Advocacy:**  
[wvsa.member.advocacy@chs-corp.com](mailto:wvsa.member.advocacy@chs-corp.com)
- **Sales Team:**  
[wvsalesagents@chs-corp.com](mailto:wvsalesagents@chs-corp.com)
- **Clinical Team:**  
[wvsa.clinical@chs-corp.com](mailto:wvsa.clinical@chs-corp.com)

