

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 Training:

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

Medicare:

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

SHIP:

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

New for you in January 2024: Concierge, Hannah Dickson

The CommuniCare Concierge is a distinctive insurance service focusing on the needs of our ISNP host facilities, PCPs, Nurse Practitioners, and the individualized care teams. The goal is to provide you with superior service which in turn provides the same to our members and community of providers/partners. The Concierge identifies as an internal spokesperson that takes the guesswork out of WWSA. We recognize your customer service needs and are focused on providing comprehensive support. The Concierge is your single point of contact who has developed strong relationships across the organization to ensure we get your questions, thoughts, and concerns, to the right person in a prompt manner. Your voice matters—we value your professionalism, approachability, and eagerness to make WWSA the best fit for our members. The Concierge is prepared to meet and exceed your WWSA needs, alongside being available and responsive to you.



Let us help you:

- Navigate the health plan
- Locate providers in your service area
- Understand member benefits
- Plan for upcoming treatments/appointments (i.e., authorization requirements)
- Explain a payment or EOB/EOP

The Concierge will help you navigate all things WWSA. Together we can pave the road to better member care with little to no speed bumps or detours. Please take advantage of this streamlining customer service tool. Beginning in January, you may contact your Concierge at CHSConcierge@communicare-advantage.com.

From all of us at
West Virginia Senior Advantage

Happy Holidays!

Your Partners at West Virginia Senior Advantage

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