

Partners in Compassionate Care:

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

Need to know

WVSA Website:

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

Submit Claims to:

EDI #WVS01

Clearinghouse: **SSI
Claimsnet**

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/>

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



Partner News!

Happy Holidays, Healthcare Partners!

New and Updated 2025 Benefits!

NEW:

- **Dental** (Submit claims to):
FCL Dental
101 Parklane Blvd.
Sugar Land, TX 77478
Customer Service: (866) 791-5550
Find a dentist at <https://search.fclidental.com/>
- **Transportation** (non-emergent):
Ride Health (<https://communicare-advantage.ridehealth.com/login/ridehealth>)

UPDATED:

- **Flex cards:** No flex cards in 2025
- **Pharmacy** (Submit pharmacy claims to):
MedImpact, 10181 Scripps Gateway Ct., San Diego, CA 92131
- **Podiatry:** Visits increase from 10 in 2024 to 12 in 2025
- **Vision:** Any provider members want to see. Submit claims to EDI Payer ID Number: WVS01. Clearinghouse: SSI Claimsnet; or mailing address: West Virginia Senior Advantage Claims Dept., PO Box 21063, Eagan, MN 55121

NO PROVIDER CHANGES; it is still:

- **Hearing (NationsHearing)**

Any questions, see contact info on last page.
See *2025 sample member ID card* on next page.

Sample WWSA Member ID Card

West Virginia Senior Advantage
Health Plan (80840): 7841 294 987
Member ID: W000001004

Member:
Test8 Test8

Payer ID: WVS01	RxBIN#: 012312 RxPCN#: PARTD RxGrp#: H9153001
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H9153 PBP# 001 West Virginia Senior Advantage (HMO SNP)

Printed: 09/25/2024

For Members
Pharmacy MedImpact: xxx-xxx-xxxx
Customer Service: xxx-xxx-xxxx TTY 711

For Providers xxx-xxx-xxxx

Medical Claim Address: PO Box 21063
Eagan, MN 55121

For Pharmacists: Pharmacy Claims: xxx-xxx-xxxx
MedImpact
10181 Scripps Gateway Ct.
San Diego, CA 92131

www.wvsenioradvantage.com

How to Transfer WWSA Members to Another SNF Facility

Please complete and submit the SNF-to-SNF transfer form (attached) when a member transfers from one host facility to another host facility. Completed forms may be submitted to the health plan by emailing them to ISNPSales@chs-corp.com.

It's important to communicate to the Plan when a member transfers from one host facility to another host facility to ensure:

- Our records are timely updated accordingly.
- Nurse Practitioners caring for and delivering the Model of Care to our members to transition care successfully from one host facility to another host facility.
- Nurse Practitioners are able to identify those residents who are health plan members that are new to the facility.
- A collaborative and successful transfer of the resident's health care from the sending Nurse Practitioner to the receiving Nurse Practitioner.
- The successful delivery of the elements of the Model of Care (Transition of Care (TOC)), the member's Care Plan and health care goals are continuing to be evaluated and met.

We thank you and our members thank you!

NEW! Members Can Manage Monthly Drug Costs

There's a new payment option in the prescription drug law that works with current drug coverage to help manage out-of-pocket Medicare Part D drugs costs: **Medicare Prescription Payment Plan**. This option spreads drug costs across the calendar year (January-December).

- All Plans offer this payment option.
- Participation is voluntary and free.
- It can help members manage monthly expenses, but does not save them money or lower their drug costs.

For more information, go to <https://www.medicare.gov/prescription-payment-plan> or contact your contract manager (see last page for contact info).

Did You Know?

New hires in our SNF facilities, you are invited! Get an overview about WWSA and how we work with you. Attend one of the weekly orientations on Wednesdays at 10:30 a.m. Get the Zoom link from your E.D. Ask questions and be informed in less than 20 minutes. We look forward to meeting you and anyone else who could benefit from this information!

Getting to Know the SNP MOC!

Beginning with the October 2023 newsletter, we started 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 will be available on 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



Reminders!

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.

Your Partners at West Virginia Senior Advantage

Network & Provider Relations

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Email Support

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CHSConcierge@communicare-advantage.com
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- **Group Member Advocacy:**
wvsa.member.advocacy@chs-corp.com
- **Sales Team:**
ISNPsales@chs-corp.com
- **ISNP Disenrollments:**
ISNPdisenrollment@chs-corp.com
- **ISNP Referrals:** ISNPPreferral@chs-corp.com
- **Clinical Team:**
wvsa.clinical@chs-corp.com
- **Pharmacy:**
wvsa.pharmacy.support@chs-corp.com
- **Compliance:**
healthplan-compliance@chs-corp.com

