

## Partners in Compassionate Care:

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



## Partner News!

### Your New Partner Engagement Manager

#### William Lawrence

If you are in the Western half of West Virginia, William Lawrence is your new Partner Engagement Manager!

William will meet regularly with your facility, both in-person and virtually, to ensure you have the resources and support you need. These meetings will serve as an additional layer of assistance that will allow him to identify educational needs and resolve any trends or challenges that may arise.

Plus, William will host staff events to thank you for your continuous collaboration.

William will be helping the following facilities and looks forward to meeting you:

- Beckley Healthcare Center
- Cabell Healthcare Center
- Charleston Healthcare Center
- Clay Healthcare Center
- Fayetteville Healthcare Center
- Glenwood Healthcare Center
- Hillcrest Healthcare Center
- Lewisburg Healthcare Center
- Lincoln Healthcare Center
- Lindsie Healthcare Center
- McDowell Healthcare Center
- Mercer Healthcare Center
- Pleasant Valley Healthcare Center
- Rainelle Healthcare Center
- Seneca Trail Healthcare Center
- Summers Healthcare Center
- Wayne Healthcare Center
- Wyoming Healthcare Center

#### 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/>

## Your Partners at West Virginia Senior Advantage

### Network & Provider Relations

- **Amy Acker, VP**  
Network & Provider Operations  
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### Email 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:** [ISNPsales@chs-corp.com](mailto: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](mailto: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:** [ISNPPreferral@chs-corp.com](mailto:ISNPPreferral@chs-corp.com)
  - > For facilities to send referrals to the health plan
- **Clinical Team:**  
[wvsa.clinical@chs-corp.com](mailto:wvsa.clinical@chs-corp.com)
- **Pharmacy:**  
[wvsa.pharmacy.support@chs-corp.com](mailto:wvsa.pharmacy.support@chs-corp.com)
- **Compliance:** [healthplan-compliance@chs-corp.com](mailto:healthplan-compliance@chs-corp.com)

