

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

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

Easier to Use Prior Authorization Form

Reduced ~75%

Effective January 1, 2026, please begin using the updated **Request for Authorization of Services** form. The list of services requiring prior authorization has been shortened ~75%!

We have streamlined, simplified, and reduced our prior authorization requirements to help our members receive care more quickly and to minimize administrative burdens on providers. Eliminating unnecessary prior authorizations can help us work together to create a better system of health.

The prior auth form is attached to the email from which you received this newsletter.

On January 1, this updated prior auth form will be on the WVSA website:
<https://www.wvsenioradvantage.com/providers-partners/>

Please contact your Contracting & Provider Relations Manager if you have questions.

Stay tuned for 2026 member benefit information in an upcoming newsletter!

Your Partners at West Virginia Senior Advantage

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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
 - > Hospice notification
- **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:** ISNPPreferral@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

