

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

Travis Johnson

For those of you in the Northern half of West Virginia, Travis Johnson is your new Partner Engagement Manager!

Travis will meet with your facility regularly—in-person and virtually—to ensure you have the resources and support you need. These meetings will be an additional layer of assistance that will allow him to identify educational needs and resolve any trends or challenges that may arise. (William Lawrence is your PEM for the Southern half of WV.)

Also, Travis will host staff events to thank you for your continuous collaboration.

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

- Belmont Healthcare Center
- Berkeley Springs Healthcare Center
- Braxton Healthcare Center
- Bridgeport Healthcare Center
- Cameron Healthcare Center
- Clarksburg Healthcare Center
- Crestview Manor Healthcare Center
- Eagle Pointe Healthcare Center
- Holbrook Healthcare Center
- Keyser Healthcare Center
- Kingwood Healthcare Center
- Maplewood Healthcare Center
- Martinsburg Healthcare Center
- Morgantown Healthcare Center
- Moundsville Healthcare Center
- River Oaks Healthcare Center
- Taylor Healthcare Center
- Wellsburg Healthcare Center
- Willow Tree Healthcare Center
- Worthington 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

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Email Support

- **Group Network Management:**
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- **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

