

PROVIDER UPDATE

An Update for West Virginia Family Health Providers and Clinicians

Important Announcement: Platform Implementation Date Change *Transition to New Platform Will Take Place in Fourth Quarter 2017*

You recently received a communication from us that the upcoming transition to a new and improved processing platform would be effective September 1. **Because this migration event is so important, West Virginia Family Health (WVFH) decided to delay the transition to the new platform. When we have established a new implementation date, we will inform providers 30 days in advance so that you have time to prepare for a seamless and successful transition. The thirty day window will give you ample time to make changes and have your questions and/or concerns addressed.**

Our ultimate goal is to guarantee that our service standards remain consistent throughout the transition and this integration is as smooth as possible. We apologize for any confusion or disruption that this date change may cause. In the meantime, if you have any questions about these changes, please call us at 1-855-412-8001.

Correspondence With WVFH

Please continue to use the same process for mailing correspondence to WVFH. We provided new addresses in the last Special Edition Provider Update, but those addresses will not be in effect until we migrate to the new platform.

Please use the following addresses for submitting paper claims, provider correspondence:

WVFH Claims Department: P.O. Box 830499, Birmingham, AL 35283 (paper claims)

WVFH General Correspondence: P.O. Box 22250, Pittsburgh, PA 15222 (provider correspondence)

Provider Service Center: The West Virginia Family Health (WVFH) Provider Service Center can continue to be reached at 1-855-412-8001.