

# Client Services 1-800-642-8589

Hours of Operation: Monday –Friday 8:00am-4:00pm

## What is Client Services?

Client Services responds to questions or complaints about any program or service provided by the Bureau for Children and Families, as well as Medicaid coverage issues. For examples, some areas include:

- APS
- CPS
- Other Social Service complaints
- Medicaid eligibility
- Medical coverage
- Medical billing
- Emergency assistance
- LIEAP (Seasonal Programs)
- NEMT
- SNAP
- WV Works
- Other Family Support programs

## Who can call Client Services?

Anyone can contact Client Services. This includes clients, the Governor's Office, U.S. Senators and Congressional Representatives, West Virginia Legislators, as well as other agencies with an interest in DHHR programs.

## How do I ask a question or make a complaint?

By telephone, U.S. Postal Service., e-mail, and occasionally walk-ins.

## How does client Services gather information?

If the question or concern first comes to Client Services, then Client Services handles the response. Client Services staff may

- Look up information in one of several computer systems
- Collaborate with managers and supervisors at the DHHR County offices

## How will I get a response about my question or complaint?

Once the issue has been resolved, a Client Services Representative will prepare letters/responses outlining any resolutions and finding, which will be forwarded to all appropriate entities.