

West Virginia Medicaid and WVCHIP Renewal Phone Calls

Calls are made Tuesdays through Saturdays.

The number on Caller ID will be DHHR Customer Service Center 1-877-716-1212.

First phone call is made during the second week of the month. This is a robocall before forms have been mailed for the following month's renewal.

Script:

Hello... a member of your household has West Virginia Medicaid or CHIP coverage that is due for renewal next month... a renewal form will be mailed to the address we have on file. To continue healthcare coverage, you must complete a renewal to see if you still qualify. Your renewal can be completed online...to log on or create an account go to wvpath.wv.gov.

Your renewal can also be completed by mail or in person at your local DHHR office. If your address has changed or you need help, please call 1-877-716-1212, contact your local DHHR office, or update your account at wvpath.wv.gov.

Second phone call is made beginning on the 20th of the month. This is the robocall after the forms have been mailed for the following month's renewal.

Script:

Hello... a member of your household has West Virginia Medicaid or CHIP coverage that is due for renewal next month... a renewal form was mailed to the address we have on file. To continue healthcare coverage, you must complete a renewal to see if you still qualify. Your renewal can be completed online...to log on or create an account go to wvpath.wv.gov.

Your renewal can also be completed by mail or in person at your local DHHR office. If your address has changed or you need help, please call 1-877-716-1212, contact your local DHHR office, or update your account at wvpath.wv.gov.

Third phone call is made to just those whose coverage is ending due to a procedural termination. The call is made approximately 13 days before the end of month in which coverage is closing.

Script:

Hello, a member of your household has West Virginia Medicaid or CHIP coverage that is closing due to not completing a renewal or providing requested information; a renewal form was mailed to the address we have on file. To continue healthcare coverage, you must complete a renewal to see if you still qualify. Your renewal can be completed online, to log on or create an account go to wvpath.wv.gov.

Your renewal can also be completed by mail or in person at your local DHHR office. If your address has changed or you need help, please call 1-877-716-1212, contact your local DHHR office, or update your account at wvpath.wv.gov.

If you have already submitted your renewal form, you can disregard this message or call 1-877-716-1212 to check the status. You will be notified after it is processed.