

# DHHR Client Services: 1-800-642-8589

Hours of Operation: Monday-Friday, 8:30 am-4:45 pm

## What is Client Services?

The West Virginia Department of Health and Human Resources (DHHR), Office of Client Services responds to inquiries regarding programs and services provided by DHHR.

- Adult Protective Services
- Child Protective Services
- Other social service programs
- Medicaid eligibility
- Medical coverage
- Medical billing
- Emergency assistance
- Low Income Energy Assistance Program (seasonal)
- Non-Emergency Medical Transportation
- Supplemental Nutrition Assistance Program (SNAP)
- WV WORKS
- Other family support programs
- Any DHHR program

## Who can call Client Services?

Anyone may contact Client Services including those receiving DHHR services, the Governor's Office, U.S. Senators and Congressional Representatives, West Virginia legislators, the general public, as well as agencies with an interest in DHHR programs.

## How do I ask a question?

By telephone: 1-800-642-8589; U.S. Postal Service: 350 Capitol Street, Room 601, Charleston, WV 25301; e-mail: [dhhrbcfcs@wv.gov](mailto:dhhrbcfcs@wv.gov); and in person at a DHHR county office.

## How does Client Services gather information?

Client Services staff may:

- Search for information in one of several agency computer systems
- Work with managers and supervisors at the DHHR county offices
- Work with managers and supervisors from other DHHR bureaus and offices
- Work with state and federal agencies to obtain information

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

Once the issue has been resolved, a Client Services representative will prepare a letter outlining any resolution and findings, which will be sent to you by mail or email.