

# OFFICE OF CONSTITUENT SERVICES

## CLIENT SERVICES UNIT: 1-800-642-8589

**HOURS OF OPERATION: MONDAY-FRIDAY, 9:00 AM-5:00 PM**

### **What is Client Services?**

The West Virginia Departments of Health (DH), Health Facilities (DHF), and Human Services (DoHS), Office of Constituent Services' Client Services Unit responds to inquiries regarding programs and services provided by DH, DHF, and DoHS, such as:

- 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 DH, DHF, or DoHS program

### **Who can call Client Services?**

Anyone may contact Client Services including those receiving DH, DHF, and/or DoHS 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 DH, DHF, and/or DoHS 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: [osaclientservices@wv.gov](mailto:osaclientservices@wv.gov); and in person at a DoHS 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 DoHS county offices
- Work with managers and supervisors from other DH, DHF, and DoHS bureaus and offices
- Work with state and federal agencies to obtain information

### **How will I get a response to my question?**

Once the issue has been resolved, a Client Services representative will contact you by phone, letter, or email with the resolution or findings.