



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

MEMORANDUM

TO: WV Medicaid Providers

FROM: Cynthia Beane, MSW, LCSW
Commissioner

DATE: April 1, 2020

SUBJECT: Pause Payment Program for Provider Repayments

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) wants to assist providers in these difficult, uncertain times. Our BMS Finance records indicate that you currently have a provider repayment agreement in place. This letter is to notify you that effective immediately, BMS is offering a Pause Payment Program related to provider repayments, regardless of repayment mechanism (recoupment against claim payments or check).

No payment will be due to BMS for the sixty (60) calendar days following the date of this letter, and no interest will accrue on your repayment balance during this time. Following this sixty (60) day pause, the repayment agreement currently in place will return to active status and you will need to restart repayments. A new repayment agreement will not be required.

If you have any questions regarding this information, please contact the WV Bureau for Medical Services at DHHR.BMSSupport@wv.gov or (304) 558-1700 and leave your name, NPI number, phone number, and a brief message. A representative from the BMS Finance team will return your call within two (2) business days. You can also email Becky Manning, BMS CFO at becky.a.manning@wv.gov.

BMS will continue to monitor the situation and work closely with our state and federal partners gathering further information and directives. We hope this pause payment program offers our providers assistance during this challenging time.