



JANUARY  
2026

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BC BANTER

# NEWSLETTER



## Welcome to 2026!

New things await us and PEIA is excited to ring in the new year with a new online portal, a new PEIA website and new plan names for Plan Year 2027.

## New Retirement Piece Available for Benefit Coordinators and Members

Benefit Coordinators now have a new piece to their toolkit when it comes to retirement. PEIA added the [Retirement Step By Step](#) document. It gives good information to the retiree regarding the necessary documents. It offers a step-by-step guide of what the member should expect regarding premium billing, prescription benefits and any 'lapse' in coverage between retiring and the time when retirement benefits can be approved.

Please be sure to include this information when you are speaking to your members regarding membership.



## Big Announcement from The Health Plan!

### The University of Pittsburgh Medical Center is Now In-Network.

Through this agreement, The Health Plan members will gain in-network access to 23 UPMC hospitals and more than 7,000 UPMC-affiliated providers, offering a comprehensive range of inpatient, outpatient, and specialty services.

## PEIA ACCESS, the New Enrollment Portal

The new enrollment system, called PEIA ACCESS, is positioned to be available April 2, 2026 for members to make changes for Open Enrollment(OE). PEIA is preparing training materials.

### OASIS users:


Your enrollment of employees will be front loaded into the system. The members will receive notice that it is OE if an email is on file, they will also receive notification that OE has begun, and they may log in with the credentials they are sent to make changes.

### All other Agencies:

Current employees that have coverage, will be ported over to our new enrollment system and if an email is on file, they will also receive notification that OE has begun, and they may log in with the credentials they are sent to make changes. PEIA will provide samples of this process.



 [peia.wv.gov](http://peia.wv.gov)

 [susan.j.beaty@wv.gov](mailto:susan.j.beaty@wv.gov)



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BC INSIDER

# NEWSLETTER

## MEMBER DEATHS

Proper procedure when a policyholder dies is to contact MetLife to report the death, terminate the member in the Manage My Benefits portal and upload a copy of the death certificate/obituary in MMB. Proper procedure when a dependent dies is to contact MetLife to report the death, terminate the dependent in Manage My Benefits under BC Data Entry as a Change in Status. You will need to upload the death certificate/obituary to the online portal. If the death has been over 90 days and you cannot add the death in MMB please upload a copy of the obituary/death certificate (if you have it) and email your eligibility representative what has transpired. Members may always call Customer Solutions at 888-680-7342 to report a death or email the death certificate to [peia.help@wv.gov](mailto:peia.help@wv.gov).

## THINGS TO REMEMBER

As a BC or WCC, your role provides access to sensitive information protected by HIPAA. It is important that no other individuals have access to your email, login, or credentials, as you have completed specialized training and signed confidentiality agreements to ensure our members' information remains private.

If you leave your agency or your current position within the agency, please complete and submit the Authorization to Remove Form to facilitate the deactivation of your access, ensuring that your account is no longer accessible to others.

For members whose coverage was added at the end of the month, prescription benefits may not be immediately available. In such cases, members are responsible for out-of-pocket payments. Once coverage is activated, the pharmacy can submit claims for reimbursement as applicable

## Plan Year 2026 PEIA Benefit Coordinator Open Enrollment & PEIA ACCESS Training

Please sign up for one of our Benefit Coordinator Open Enrollment Meetings. Every BC should attend one because we are also going to review the new enrollment system during our OE meeting.

**March 20, 2026**  
9am-4pm

**Jefferson Co Board of Ed Transportation Dept**  
635 McGarry Blvd, Kearneysville

**March 23, 2026**  
9am-4pm

**The Health Plan Offices**  
1110 Main St., Wheeling

**March 24, 2026**  
9am-4pm

**WV State University**  
301 Washington Ave, Dunbar, WV  
State Multipurpose Rooms 134, 135, 136

**March 25, 2026**  
9am-4pm

**Fairmont State**  
Turley Room 106

**March 26, 2026**  
9am-4pm

**WV School of Osteopathic Medicine**  
Student Center Conference Center

**March 27, 2026**  
9am-4pm

**WVU Parkersburg - Student Activities Center**  
300 Campus Dr, Parkersburg  
1536 Multi-purpose Room

**March 30, 2026**  
9am-4pm

**Twin Falls State Park**  
Rt 97, Mullens, Azalea Room

**March 31, 2026**  
9am-4pm

**Virtual**

**April 1, 2026**  
9am-4pm

**Summers Co Auditorium**  
451 1st Ave, Hinton



### Need Assistance?

**Members** can contact Customer Solutions at 1-888-680-7342 or email [peia.help@wv.gov](mailto:peia.help@wv.gov) for any questions.

**Benefit Coordinators** should call the following numbers (Please do not provide members with these contacts).

Jill Beaty, Staff Development Specialist/BC Liaison  
(304) 357-0300  
[susan.j.beaty@wv.gov](mailto:susan.j.beaty@wv.gov)

### Eligibility

Joni Blankenship (304) 352-0303  
Nicole Spears (304) 352-0312  
Cathy Hernshaw (304) 352-0290  
Christy Yarborough (304) 352-0292  
Jennifer Barger (304) 352-0305  
Sharon Withrow (304) 352-0316