

Welcome New Benefit Coordinators

PEIA 101 serves as your foundational introduction to the responsibilities of a Benefit Coordinator within your agency. This comprehensive training program is designed to equip you with the knowledge and skills necessary to assist members with enrollment and disenrollment processes, record updates, and status changes.

The next PEIA 101 overview will be offered on November 4, 2025. Please feel free to attend if you wish to review or deepen your understanding of the material.

BC Quarterly Workshop

PEIA will conduct quarterly workshops with Benefit Coordinators to provide training, share updates, and collaboratively discuss future strategies and initiatives. The upcoming Quarterly Workshop is scheduled for October 15, 2025. The event will be held in two separate sessions: the first session for state agencies, colleges, and universities will commence at 9:00 AM, and the second session for non-state agencies and county Boards of Education will begin at 1:00 PM. Interested participants can register for their respective session [here](#).



peia.wv.gov



susan.j.beaty@wv.gov

Shout Outs!

- **Beth Daniels and Wendy Cisco, Mingo County Schools:** Allowing PEIA to speak with your staff members during your opening meeting for the academic year.
- **Jeny Boggs, Glenville State:** Suggested we chat about "Visas" for our BC Banter.
- **Sherry Abbott, Wyoming County Board of Ed:** Asked if Zyn Nicotine Pouches are classified as a tobacco product. Because of her efforts, PEIA has added info about this product to our tobacco use guidelines.
- **Rita Athea, Bridge Valley CTC:** Shared details on retirement procedures and contacts for employees that can be sent out to members.



BC 101+

Representatives of PEIA recently presented to Benefit Coordinators from the county Boards of Education. The presentation centered around training on handling divorces, Leaves of Absence (LOAs) and worker's compensation and understanding how benefit coordinators should respond when addressed with these topics. Providing appropriate and accurate information to our members helps us to eliminate any unnecessary or unintentional fraud, waste and abuse. You may view the presentation [here](#) or at peia.wv.gov. If you would like for a representative to come to your agency please email susan.j.beaty@wv.gov.



SEPTEMBER
2025

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BC INSIDER

NEWSLETTER



BC Banter

BC Banter is a great way for you to connect with other Benefit Coordinators. This is an open discussion and no benefit topic is off limits. Hear from other BCs throughout the state and learn about the challenges that they are facing within their agencies and receive tips on how to resolve them. Connect with your colleagues and share your ideas on how to make your role as a BC more impactful. The forum will be lightly moderated by a staff member to answer and address any questions you may have specifically for PEIA.

We really appreciate the highly interactive discussion that was held during our last event, in which over 125 benefit coordinators from around the state participated.

Each forum is held virtually from 12:00 PM - 1:00PM. Feel free to drop in for a bit or stay the entire time! Our next event will be on October 15, 2025 at the. Seating is limited. Join the discussion [here!](#)



Personify is a wellness platform for PPB members that has tools and resources to support PEIA members with personal wellbeing goals. It includes healthy habit tracking, challenges, a video library and informational resources. Those enrolled can earn up to \$75 a quarter to spend in the Personify Reward store.

By participating in challenges, each quarter a PPB member can earn \$75 and a chance of winning \$1,000 or gift cards to Amazon, Walmart, Under Armour, TJMaxx, Bass Pro Shops, Apple, Old Navy, Petco and more. You can even invite your friends. There is something for everyone.



Good Luck

David "Terry" Cantrell recently accepted a position with another state agency. Terry served in the Eligibility Unit and was responsible for Boards of Education A - J) We wish him the best of luck in the future.

Please email Robin Rose, Nicole Spears or Joni Blankenship until further notice with any eligibility issues that occur:

robin.a.rose@wv.gov
joni.l.blankenship@wv.gov
nicole.l.spears@wv.gov

Notes:

- Walgreens will no longer have GLP-1s available at their locations. Members will have to check with other pharmacies to fill their GLP-1 prescriptions
- Please make sure to use the most up to date forms if you must use a paper form. Using an older version of a form can cause delays in processing, result in missing information, or require a need to resubmit the correct form. Forms may be found on our website, under Forms and Documents or click [here](#).
- Retirees should fill out a Termination Form and a Retiree Basic Life and Health Enrollment Form, even if they do not want to enroll in coverage with PEIA. Those forms can be faxed, mailed or uploaded into the online portal.
- Members enrolling for benefits that are on a Visa should be sent to PEIA by fax or mail along with copies of all documents that prove they are in the country legally. Dependents must have the same documentation and marriage/birth certificates translated into English by a translator. If the dependent is waiting on their Visa or does not have proper documentation, PEIA cannot add coverage for them.
- Remind members who are employees with an employee spouse that if they terminate employment, they must update their Spousal Surcharge Affidavit immediately or they will risk being charged the Spousal Surcharge (approx \$350 per month).
- Encourage members to make sure that they have completed and update their Tobacco Affidavit and/or the Spousal Surcharge Affidavit to ensure they are receiving the most accurate discounts.



Need Assistance?

Members may call Customer Solutions at 1-888-680-7342 or email peia.help@wv.gov with any questions.

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Eligibility

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