

# PEIA NEWSLETTER

[WWW.PEIA.WV.GOV](http://WWW.PEIA.WV.GOV)



Wednesday, June 10, 2025



## WELCOME TO THE TEAM

### New Benefit Coordinators

Natalie Wright  
Linda Huggins  
Deborah Froy  
Dena Butler  
Terri Frazer  
Joanna Keller

Marty Allston  
Amanda Stewart  
Carrie Davis  
Beth Zerkle  
Rachel Chapman  
Morgan Hassig

## Open Enrollment

Shout out to all of you for your massively hard work and dedication during this open enrollment. You assisted over 10,600 online changes for our members to keep their families protected.

We are very pleased by your willingness to move forward with us into online enrollments.

Please be sure to give yourself a much-deserved pat on the back!

## We Want to Hear from You!

We would like you to tell us about your training needs. Please follow this [link](#) to complete our survey.

PEIA 101 is an excellent starting point for onboarding as a PEIA Benefit Coordinator. We look forward to collaborating with you to enhance our service to members.

**The next PEIA 101 is scheduled for August 5, 2025.**



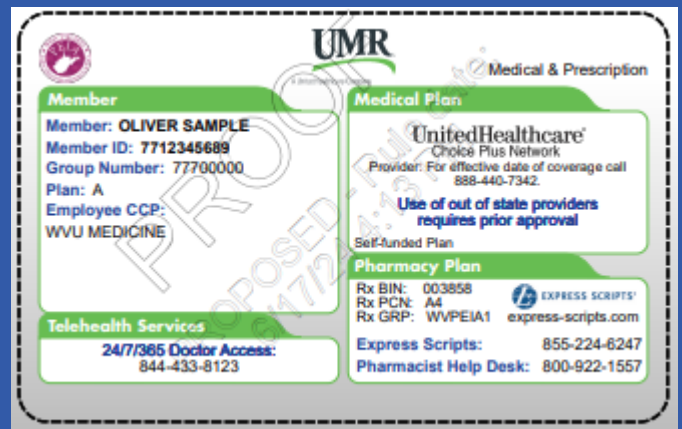
## BC Banter

- Our next open forum virtual call will be [June 17, 2025, at 1:30pm.](#) Please join us for lively discussion, open conversation and updates. BCs are already commenting upon how interesting and informative this call is.
- The Summary Plan Description will be online by June 30, 2025, and can be found [here.](#)
- Remind members to update their Coordination of Benefits with UMR online or by phone before the plan year begins.
- Confirmation Letters will be mailed by July 1. Please have members update their addresses through Manage My Benefits.
- Please do not provide members with the direct contact information for Eligibility or Premium Account representatives. Members should be directed to contact Customer Solutions at 888-680-7342 or [peia.help@wv.gov](mailto:peia.help@wv.gov)

## Shout Out to You!

### THANK YOU

- Kudos to Bridget Casto for identifying an error in the Mental Health limits that was printed in the Benefits Guide.
- Angia Hughes diligently identified inaccuracies in the dates listed within the Medicare Rate charts of the Benefits Guide. Thank you.
- Thank you to the BCs that completed our May 6<sup>th</sup> PEIA 101 course! We appreciated the engagement of the twelve attendees.
- Nice Job Lisa Henry! We appreciate you assisting a new BC that wanted information on the Early Warning Report.



### New ID Cards for All PPB members

Due to the deductible changes for 7/1/25, all PPB members should expect a new ID in the mail. Family and Employee and child will receive two cards. Should they wish more, they must contact UMR by phone or email to request more.



## Message from the Director

PEIA Benefit Coordinators,

I am pleased to assume the role of Director of PEIA and am committed to advancing our organization's goals. Drawing on my previous experience as Senior Deputy Attorney General of West Virginia and my leadership in fighting Medicaid fraud, waste, and abuse, I am dedicated to guiding PEIA through the challenges posed by rising healthcare costs.

As I undertake this new role, I am inspired and humbled by the dedication and professionalism demonstrated by PEIA's employees and Benefit Coordinators. The work you do enables PEIA to better serve our members and the wider community.

Please know that your contributions are recognized and sincerely appreciated. You are vital partners in making PEIA a leading state insurance system.

Brent Wolfenbarger, PEIA Director



## Welcome Dave Cantrell, Eligibility

[terry.cantrell@wv.gov](mailto:terry.cantrell@wv.gov)  
304-352-0301

We have a new Eligibility representative for Board of Education agencies A-L, Dave Cantrell.

Please welcome him and be patient since he is still new to our team.