

# OFFICE OF CONSTITUENT SERVICES

CUSTOMER SERVICE REPORTING CENTER: 1-877-716-1212

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

## What is Customer Services?

The West Virginia Departments of Health, Health Facilities, and Human Services, Office of Constituent Services' Customer Service Reporting Center provides clients with prompt and accurate reporting services for changes to a client's benefits for the Supplemental Nutrition Assistance Program (SNAP) and/or Medicaid.

Examples include:

- **Change of contact information**
  - In-county address changes, out-of-county transfers, closing cases for those moving out-of-state
- **Changes involving people**
  - Name changes, adding a new person to a case, and/or removing a person from a case
- **Changes involving income**
  - Earned income, unearned income, and/or self employment
- **School enrollment**
  - Attending/leaving college, verification of school loans or grants, and/or benefit eligibility
- **Asset changes**
  - Vehicles, real estate, savings and/or checking accounts, life insurance, investment accounts and sources of lump sum payments
- **EBT**
  - Replacing lost or stolen EBT cards, removing benefits, verifying amount and usage of card, and re-issuing benefits

## How do I report changes to the Customer Service Reporting Center?

By phone: 1-877-716-1212; e-mail: [osacsrc@wv.gov](mailto:osacsrc@wv.gov); fax: 304-558-1869; and U.S. Postal Service: P.O. Box 1668, Charleston, WV 25326-1668. You can also report changes, apply for benefits, and complete reviews at [www.wvpath.wv.gov](http://www.wvpath.wv.gov).