



400 Quarrier St.  
Charleston, WV 25301  
encova.com

## **Workers' Compensation Program Information Sheet**

### **REPORT A CLAIM**

Online – Encova Edge  
Telephone – 866.452.7425  
Email – [claimsintake@encova.com](mailto:claimsintake@encova.com)  
Fax – 304.941.1294 or 877.293.5513

### **CLAIM INFORMATION MAILING ADDRESS**

Encova Insurance  
PO Box 3151  
Charleston, WV 25332  
Fax – 304.941.1294

### **PROGRAM CONTACTS**

#### Policy

Samantha Jeffries, Senior Underwriter & Account Manager  
Email – [samantha.jeffries@encova.com](mailto:samantha.jeffries@encova.com)  
Phone – 304.941.1000 extension 5164

#### Safety

Chuck Baldwin, Senior Safety Consultant  
Email – [charles.baldwin@encova.com](mailto:charles.baldwin@encova.com)  
Phone – 304.941.1000 extension 5725

#### Claims

Rose Legg, Senior Claims Adjuster  
Email – [rose.legg@encova.com](mailto:rose.legg@encova.com)  
Phone – 304.941.1000 extension 5123



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**1. What address and/or fax is used for medical vendors submitting: Employer's and Physician's Report of Injury; Medical reports (including certification of ongoing TTD); Authorization request; Invoices**

Mailing Address:	Fax Number:
Encova Insurance	304.941.1294
PO Box 3151	
Charleston, WV 25332	

**2. What address and/or fax is used for injured workers submitting: Employer's and Physician's Report of Injury; Medical reports (including certification of ongoing TTD); Invoices for expense reimbursement (mileage, medication, etc.)?**

Mailing Address:	Fax Number:
Encova Insurance	304.941.1294
PO Box 3151	
Charleston, WV 25332	

**3. Does Encova have a form for physician certification of ongoing TTD (like BI-219)?** Yes

**4. Is OIC and 900 Pennsylvania Avenue what we should use as the insured when filing electronically?** Insured name is State Agencies of WV, Office of Insurance Commissioner 900 Pennsylvania Avenue. Providing a site code pulls up the correct agency name.

**5. What is expected in regard to the Medical Network?** Encova has partnered with Mitchell International, and access the Coventry PPO Network in WV to provide medical care to injured employees. In West Virginia, Encova operates a managed healthcare plan called Encova Select.

**6. Contacting Encova Insurance 24/7?** Encova offices are staffed Monday thru Friday, from 8am to 5pm Eastern Time. Telephone calls after hours, on holidays, or weekends are received by our answering service. Encova Customer Service is available at 866.452.7425.