



400 Quarrier St.
Charleston, WV 25301
encova.com

FOR WEST VIRGINIA STATE AGENCY PROGRAM USE ONLY

Workers' Compensation Program Information Sheet

REPORT A CLAIM

Online – Encova Edge
Telephone – 866.452.7425
Email – 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

Leah Richey, Senior Underwriter & Account Manager
Email – leah.richey@encova.com
Phone – 304.941.1000 extension 55213

Safety

Chuck Baldwin, Senior Safety Consultant
Email – charles.baldwin@encova.com
Phone – 304.941.1000 extension 55725

Claims

Rose Legg, Senior Claims Adjuster
Email – rose.legg@encova.com
Phone – 304.941.1000 extension 55123



400 Quarrier St.
Charleston, WV 25301
encova.com

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:
Encova Insurance
PO Box 3151
Charleston, WV 25332

Fax Number:
304.941.1294

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:
Encova Insurance
PO Box 3151
Charleston, WV 25332

Fax Number:
304.941.1294

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.