

How to become a **Traumatic Brain Injury Waiver (TBIW) Provider Agency** in West Virginia, either as a **Case Management** or **Personal Attendant** agency:

Step-by-Step Application Process

Step 1: Review Program Manuals

- Visit the West Virginia Bureau for Medical Services website and review the following chapters of the Medicaid Program Manual:
 - Chapters: **100, 200, 300, 400, 512 (TBI policy manual), 600, 700, and 800**

Step 2: Complete and Submit the Certification Application

- Download the **Certification Application** from the BMS TBIW website under the [“Policy/Forms” tab](#).
- Submit the completed form via:
 - **Email:** wvtbiwaiver@acentra.com
 - **Fax:** 866-607-9903
 - **Mail:**
Acentra Health
1007 Bullitt Street, Suite 200
Charleston, WV 25301

Step 3: Site Monitoring Review

- After submission, Acentra Health will contact you to schedule a review using the **Site Monitoring Tool** (also found under “Policy/Forms”).
- **Note:** This review may be waived if you are already:
 - A **Licensed Behavioral Health Center (LBHC)**, or
 - Enrolled as an **ADW, Personal Care, or IDDW** provider.

Step 4: Certification Letter

- If you meet all certification requirements, you will receive a **certification letter** from Acentra Health.
- Share this letter with **Gainwell Technologies (DXC)**.

Step 5: Apply for an NPI Number

- Apply for a **National Provider Identifier (NPI)** at nppes.cms.hhs.gov

Step 6: Enrollment Application from Gainwell

- Gainwell Technologies will send you a **TBI Waiver Enrollment Application**.

Step 7: Return Enrollment Application

- Complete and return the Enrollment Application to **Gainwell Technologies (DXC)**.

Step 8: Receive Medicaid Provider Number

- Once your application is approved, Gainwell will provide your **Medicaid provider number**.

Step 9: Access Agency Selection Forms & Atrezzo Platform

- To be added to the **Agency Selection Forms** and gain access to **Atrezzo**, send one of the following to Acentra Health:
 - A copy of your **Medicaid enrollment welcome letter**, or
 - The **MMIS Application email** showing **status: enrolled**
 - Send to: wvtbiwaiver@acentra.com

Need Help?

- Contact **Acentra Health** at **1-866-385-8920** for any questions or assistance.