



Public Employees Insurance Agency

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Memo

To: Providers
From: Stephanie Whitney, Provider Relations Manager
Date: August 18, 2020
Re: **Payments**

Please be advised the State of WV will be undergoing a system upgrade during the week of August 24, 2020. The State does not anticipate this impacting the ability to process the PEIA claim run for this week; however, in the event the upgrade encounters any issues, the payment date could be delayed from the normal September 1 release date.

In the event there is a delay in releasing claims beyond September 2, 2020, Electronic Remittance Advice for ACH payments will not be available until September 10, 2020.

PEIA will monitor the status of the upgrade and advise if any delays appear imminent. PEIA thanks you for your patience as the State implements this critical system upgrade.