



STATE OF WEST VIRGINIA

Offices of the Insurance Commissioner

Jim Justice
Governor

Allan L. McVey
Insurance Commissioner

January 3, 2018

The Honorable James C. Justice, III
Governor, State of West Virginia
Office of the Governor
1900 Kanawha Boulevard, East
Charleston, WV 25305

Dear Governor Justice:

Pursuant to W.Va. Code §33-2-16 (d), I am pleased to submit the annual report on the activities of the Office of the Consumer Advocate at the WV Insurance Commission for calendar year 2013. Should you have any questions please contact me at 304-558-3864.

Respectfully,

Dennis V. Garrison III, Director
Office of the Consumer Advocate

DVG/vms

cc: Aaron Allred, Legislative Manager (via post on Auditor's Agency Report site)
Allen McVey, Insurance Commissioner
Clerk of the Senate (via email senate.clerk@wvsenate.gov)
Clerk of the House of Delegates (via email house.clerk@wvhouse.gov)



West Virginia Office of Consumer Advocate Offices of the WV Insurance Commissioner 2017 Annual Report

To the Honorable Governor James C. Justice II:

The purpose of this Annual Report is to comply with W.Va. Code §33-2-16 (d) which reads:

(d) On or before the first day of each regular session of the Legislature, the Director [Office of Consumer Advocacy] shall file with the Governor, the Clerk of the Senate and the Clerk of the House of Delegates a report detailing the actions taken by the division in the preceding calendar year.

On November 27, 2007, the undersigned was appointed as the Director of the Office of the Consumer Advocate. During 2008, the Office of the Consumer Advocate was fully staffed. Since 2008, the Office of the Consumer Advocate has not been fully staffed due to the untimely death of a staff member, retirements and statewide governmental budget cuts and belt tightening. Presently, the Nurse III position, Secretary II and the Financial Analyst positions are vacant.

The Office of the Consumer Advocate is presently staffed with the Director, Attorney II, Paralegal and Investigator II. Even with staff shortages, the Office of the Consumer Advocate has maintained a good working relationship with the West Virginia Offices of the Insurance Commissioner while still providing zealous representation for numerous West Virginia insurance consumers.

In 2017, the Office of Consumer Advocate served the interests of the West Virginia insurance consumer and fulfilled the expanded duties conferred upon the Office in the tort reform measures passed in 2005 in Senate Bill 418. A large portion of the Office of the Consumer Advocate's time and resources was devoted to first and third party administrative hearings.

During 2017, the efforts of the Office of the Consumer Advocate on behalf of West Virginia insurance consumers yielded financial awards totaling \$73,109.98 which go directly into the pocket of the consumer as well as a number of other important settlements and regulatory orders directly benefiting the West Virginia insurance consumer.

During the entirety of the undersigned's tenure, the Office of the Consumer Advocate has been involved in obtaining financial settlements totaling \$3,829,975.92 on behalf of West Virginia insurance consumers. These awards go directly into the pocket of the consumer. The Office of the Consumer Advocate is very proud of this accomplishment.

In the health care arena in 2017, the Office of the Consumer Advocate reviewed 155 Certificate of Need Applications. The Office of the Consumer Advocate was previously charged with reviewing Rate Review Applications before the West Virginia Health Care Authority. Subsequent to passage of SB 68, the WV Health Care Authority's ability to establish and regulate hospital rates ceased in 2017. As such, the Office of the Consumer Advocate does not continue to review Rate Review Applications any more.

The Office of the Consumer Advocate attended many State conferences and State festivals as a means of interacting with and disseminating information to West Virginia insurance consumers. State festivals attended in 2017 include the Strawberry Festival, the State Fair, the Pumpkin Festival, the Forest Festival, and the WV Hunting Show.

Further, the Office of the Consumer Advocate participated in telephonic conferences with numerous state insurance consumer advocates from across the nation in an effort to network and gather information that can be used to provide better representation to West Virginia insurance consumers. In addition, the Office of the Consumer Advocate, along with other members of the West Virginia Offices of the Insurance Commissioner (WVOIC), participated in telephonic conferences with other states and federal officials regarding the Affordable Health Care Act.

The Office of the Consumer Advocate participated in mandatory continuing legal education with a focus on insurance and consumer related education.

The Office of the Consumer Advocate kept abreast of any legislation that would affect West Virginia Consumers. When needed, representatives from the Office of the Consumer Advocate reviewed legislation and attended or watched via live web camera legislative hearings in both the House of Representatives and the Senate.

The Office of the Consumer Advocate also kept abreast of any cases before the West Virginia Supreme Court of Appeals regarding insurance law issues. The Consumer Advocate read any pertinent opinions and attended oral arguments at the Supreme Court chambers when insurance related cases were on the Court's docket.

Finally, the Office of the Consumer Advocate maintained progress toward the ongoing long term goal of consumer outreach and education. Said goal will be achieved by direct and media outreach to consumers and by setting up information booths across

the state at fairs and festivals such as: The Strawberry Festival, the State Fair, the Pumpkin Festival, the West Virginia Forest Festival, and the WV Hunting Show.

Representing Consumers in First and Third Party Administrative Hearings

In 2017, the Office of the Consumer Advocate provided formal representation to insurance consumers in 18 consumer complaints before the West Virginia Insurance Commission. 16 of these complaints these complaints were third party complaints and the remaining 2 were first party complaints. First party complaints are complaints filed by a consumer against their own insurer, while third party complaints are complaints filed by a consumer against another person's insurer. In addition to formal representation, it should be noted that the Office of the Consumer Advocate also assisted and advised hundreds of West Virginia consumers throughout the year be it via email inquiries, telephonic inquiries, office visits, or other means. This assistance has directly benefited those consumers and in many cases has resolved the consumers' insurance issues or queries without requiring the filing of an actual consumer complaint with the WVOIC.

Whenever a case is received by the Office of the Consumer Advocate, it is evaluated carefully. A number of different things can occur at this time including, but not limited to; the consumer can opt to not request representation; a consumer can request representation, but after careful review of the case the Office of the Consumer Advocate can decline to represent; the consumer can request representation and the Office of the Consumer Advocate can accept; or the Office of the Consumer Advocate can assist the consumer in finding and obtaining private counsel because the damages in the matter merit a civil lawsuit.

The Office of the Consumer Advocate is proud of the representation that it has provided to consumers. Further, the Office of the Consumer Advocate is also proud of the countless hours that have been spent assisting consumers in evaluating their claims and assisting them in exploring all of their options including possible retaining private counsel when it is in their best interests. This assistance has directly benefited hundreds of consumers every year and in many cases has resolved the consumer's insurance issuers or queries without requiring the filing of a formal consumer complaint.¹

Third Party Complaints

A total of \$67,109.98 was awarded directly to West Virginia Consumers in the form of settlements in 6 of the 16 third party complaints that the Office of the Consumer Advocate worked on in 2017.²

In 1 consumer complaint case, the consumer failed to request representation even after the Office of the Consumer Advocate contacted the individual.

In 1 consumer complaint case, the consumer unfortunately became deceased prior to the hearing and the case was dismissed.

In 7 consumer complaint cases, the consumer opted to obtain private counsel for representation.

In 1 consumer complaint case, the matters are still pending and are either awaiting hearing or are awaiting final order or appealed to Circuit Court.

¹ A detailed breakdown of the work performed by the Office of the Consumer Advocate each week is available for review.

² Some settlements were made in conjunction with private counsel and were confidential. The grand total of all settlements is reflected. That being said, specific settlement amounts in some of the cases are not listed due to the confidentiality requirements.

First Party Complaints

A total of \$6,000 was awarded directly to West Virginia consumers in the form of settlements in 1 of the 2 first party complaints that the Office of the Consumer Advocate worked on in 2017.³

In 1 consumer complaint case, the matters are still pending and are either awaiting hearing or are awaiting final order or appealed to Circuit Court.

THIRD PARTY COMPLAINTS

HANDLED BY THE OFFICE OF THE CONSUMER ADVOCATE IN 2017

RESPONDENT	THIRD PARTY COMPLAINTANT	RESOLUTION
GEICO	Scott Stead, Jr.	Settlement - \$1,859.98
Safeco Insurance Company of America	Richard Leeson	Settlement - \$2,000.00
Progressive County Mutual Insurance Company	Joseph R. Cantrell	Consumer became deceased the day before the hearing
Cincinnati Insurance Company of America	Kenneth Phillips	Consumer retained private counsel
USAA Casualty Insurance Company	Tracy Wagner	Settlement - \$1,750.00, Consumer keeps title to vehicle
Old Republic Insurance Company	Nora Austin	Consumer retained private counsel
T.H.E. Insurance Company	Danny Wilkinson	Settlement (confidential)
GEICO Choice Insurance Company	Jeffrey Driggs	Settlement (confidential)
Allstate Property & Casualty Insurance Company	Crystal Saunders	Consumer retained private counsel
Erie Insurance Property & Casualty Company	Kristen Stewart	Consumer failed to request representation
Erie Insurance Property & Casualty Company	David Flynn	Pending
Continental Casualty Company	Kedar Watson	Consumer retained private counsel
Liberty Mutual Insurance Company	Robin Valeus	Private Counsel
State Farm Mutual Automobile Insurance Company	Robert Carder	Private Counsel

³ Some settlements were made in conjunction with private counsel and were confidential. The grand total of all settlements is reflected. That being said, specific settlement amounts in some of the cases are not listed due to the confidentiality requirements.

Liberty Mutual Fire Insurance Company	Gary Hughes	Pending
Ohio Security Insurance Company	Patricia Lewis	??

FIRST PARTY COMPLAINTS
HANDLED BY THE OFFICE OF THE CONSUMER ADVOCATE IN 2017

RESPONDENT	FIRST PARTY COMPLAINTANT	RESOLUTION
United Financial Casualty Company	Mark Bower	Settlement (confidential)
Depositors Insurance Company	Carl C. Piercy	Pending

Certificate of Need Review

The Office of the Consumer Advocate participated in the review of Certificate of Need (CON) applications before the Health Care Authority. All health care providers must obtain a CON from the West Virginia Health Care Authority to develop, add, or acquire new health care facilities and equipment. The Office of the Consumer Advocate reviews all CON applications and may intervene for the interests of West Virginia residents in the Health Care Authority's CON review process. The Office of the Consumer Advocate carefully reviewed and considered the following 155 CON applications:

CERTIFICATE OF NEED - January 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Monongalia County General Hospital Company Suncrest Obstetrics and Gynecology, PLLC	16-6-10964-P	Acquisition of assets of physician office practice and employment of physician	\$225,000.00
Prime Healthcare Foundation – East Liverpool, LLC	16-11-10962-A	Member substitution of existing home health care facility	\$116,054.90
Lavender Fields	16-7-10950-X	Construction of addition onto	\$0

Assisted Living		existing structure	
The Village Network	16-10-10956-X	Development of community based behavioral health/substance abuse outpatient office	\$0
Southern Home Care Services, Inc.	16/1/2/3/5-10965-PC	In-home personal care services	\$0
Logan Regional Medical Center	16-2-10951-X	Replacement of a CT scanner	\$0
John Manchin Sr Assisted Living, LLC	16-6-10958-X	Operation of a 20 bed assisted living facility	\$0
RSCR West Virginia, Inc.	16-3-10959-X	Development of licensed behavioral health I/DD home	\$0
Raleigh General Hospital	16-1-10945-X	Replacement of a CT scanner	\$0
A Brighter Future in West Virginia, Inc.	16-1/2/3/4/8-10967-BH	Behavioral Health	\$0
Mason County Day Report Center	16-2-10966-X	Development of alcohol and drug outpatient facility	\$0
Charleston Area Radiation Therapy Centers, LLC	16-3-10971-E	Acquisition of Additional Linear Accelerator	\$4,024,725.00
The Word House, Inc./Focus Consultation Services	16-2-10955-X	Community mental health and alcohol drug treatment facilities	\$0
Pollen8, Inc.	16-3-10972-X	Behavioral health services in Charleston, WV	\$0
Morgantown Operating Company LLC	16-6-10978-X	Licensed operations of Golden Living Center Morgantown nursing home	\$0
Glasgow Operating Company LLC	16-3-10979-X	Licensed operations of Golden Living Center Glasgow nursing home	\$0
St. Albans Operating Company LLC	16-3-10980-X	Licensed operations of Golden Living Center Riverside nursing home	\$0
R. Legacy Investment LLC	16-6-10973-X	Assisted living center known as Beulah Land Personal Care home	\$0
Southern Home Care Services, Inc d/b/a ResCare HomeCare	17-1-10989-PC	In-home personal care services – Mercer Co	\$10,000.00
Southern Home Care Services, Inc.	17-5-10990-PC	In-home personal care services – Wood Co	\$10,000.00
West Virginia University Hospitals, Inc.	17-6-10987-H	I-79 Interchange land acquisition	\$14,500,000.00
Southern Home Care Services, Inc.	17-3-10995-PC	In-home personal care services-Kanawha Co.	\$10,000.00
Southern Home Care Services, Inc.	17-2-10994-PC	In-home personal care services-Cabell Co.	\$10,000.00
Advantage Home Care LLC	17-3-10993-PC	In-home personal care services	\$1,500.00

Relational Management Services, LLC d/b/a Greenbrier Academy for Girls	16-1-10981-X	Behavioral health services for girls	Exemption request
Reliance Ridge, LLC	16-5-10983	75-bed substance use treatment facility	Exemption request
United Hospital Center, Inc.	16-6-10984-X	Imaging services at ambulatory health care facility	Exemption request
Total Renal Care, Inc. (Monongalia County)	15-6-10457-R	Monongalia Dialysis Center	\$1,600,000.00
United Physicians Care, Inc.	17-10-10998-P	Acquisition of Glen Dale Physician Practices	\$228,750.00
Right at Home	17-1-10999-PC	In-home personal care services	\$12,000.00
Right at Home	17-2-11000-PC	In-home personal care services	\$5,000.00
Right at Home	17-3-11001-PC	In-home personal care services	\$5,000.00

CERTIFICATE OF NEED – February 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
St. Joseph Recovery Center, LLC	16-5-10974-X	Behavioral health and in-patient substance abuse center	\$0
Alecto Healthcare Services Wheeling LLC; Alecto Healthcare Services Ohio Valley LLC	17-10-11007-A	Ohio Valley Medical Center	\$36,000,000.00
BayMark Health Services of West Virginia, Inc.	17-6-11008-A	Acquisition of Valley-Alliance Medication-Assisted Treatment Services	\$3,320,000.00
LHCG LXXXIX, LLC LHCG XC, LLC	17-5-11015-A	Home health and hospice services of Pleasant Valley Hosp.	\$1,150,000.00
Greenbrier Health Care Center, LLC Grayleaf Holdings, LLC Evergreen, LLC	17-4-11013-X	Acquisition of real property and equipment of Greenbrier County Nursing Home Assoc.	\$0
WomenCare, Inc. d/b/a FamilyCare Health Centers	17-3-11014-X	Addition of medical services to women recovering from addictions	\$0
Greenbrier Health Care Center LLC Vandalia Acq., LLC	17-4-11012-X	Acquisition of licensed operations of Greenbrier County Nursing Home Assoc.	\$0
St. Mary's Medical Center, Inc.	17-2-10997-X	Replacement of cardiac catheterization laboratory	\$0
Harrison County Day Report Center	17-6-11002-X	Alcohol/drug treatment facility	\$0
United Physicians Care, Inc.	17-6-11017-P	Acquisition of Pediatric Associates Practice	\$1,115,000.00

CERTIFICATE OF NEED – March 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Princeton Community Hospital Association, Inc.	17-1-11019-X	Renovation of portion of hospital	\$0
Youth Advocate Programs, Inc.	17-9-11020-X	Community-based behavioral health care services	\$0
Charleston Area Medical Center	17-3-11031-P	Ambulatory Health Care Facility	\$639,820.00
Southwestern Community Action Council, Inc.	17-2-11035-PC	In-home personal care	\$0
Grafton-Taylor County Health Department	17-6-11029-X	Behavioral health services	\$0
West Virginia University Hospitals, Inc. Davis Memorial Hospital	16-7-10976-E	Improve services provided at the Cancer Center	\$6,200,000.00
Genesis Youth Crisis Center, Inc.	17-7-11021-X	Emergency crisis shelter in Tucker Co.	\$0
Collaborative Healthcare Solutions, Inc.	17-2-11044-A	William Memorial Hospital acquisition	\$1,300,000.00
Guardian Elder Care at Wheeling d/b/a Peterson Healthcare & Rehabilitation Hospital	17-10-11033-X	Renovation of nursing stations	\$0
Partnership of African American Churches	17-3-11023-X	Wellness and recovery center	\$0

CERTIFICATE OF NEED – April 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
New River Health Association, Inc.	17-4-11046-X	Women's health services at Summersville Regional Medical Center	0
Thirty Six Leasing Co., LLC	17-5-11043-X	Acquire assets/operations of skilled nursing facility	\$0
United Physicians Care, Inc.	17-7-11071-P	Acquisition of Family Medical Clinic	\$400,000.00
Beckley Area Medical Clinic, Inc.	17-1-11039-X	Office Based Medication Assisted Treatment	\$0
WVU Physicians of Charleston Behavioral Medicine & Psychiatry	17-3-11047-X	Office Based Medication Assisted Treatment	\$0
United Hospital Center, Inc.	17-6-11045-X	Renovation of hospital pharmacy	\$0

Sweet Blessings, LLC	17-3-11050-X	Assisted living home in St Albans, Kan Co.	\$0
Life Walk, LLC	17-6-11048-X	Behavioral health services/outpatient substance abuse treatment services	\$0

CERTIFICATE OF NEED - May 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Jefferson Urgent Care, LLC	17-9-11076-A	Acquisition of physician owned urgent care	\$490,000.00
The Underprivileged Children Foundation, Inc.	17-2-11060-X	Behavioral health outpatient therapy for children and families	\$0
Bridgeport Health Care Center, LLC	17-6-11069-X	Acquisition of 10 nursing home beds from Holbrook Nursing Home, Inc.	\$0
Edgewood Summit, Inc.	17-3-11059-X	Renovation of plumbing and HVAC systems	\$0
University Healthcare Physicians, Inc.	17-9-11057-X	Imaging services at private office physician practice	\$0
United Hospital Center, Inc.	17-6-11074-X	Renovation of hospital surgery department	\$0
Mercer Nursing & Rehabilitation Center, LLC	17-1-11070-X	Acquisition of 20 licensed nursing home beds from Greenbrier Health Care Center, LLC	\$0
West Virginia University Hospitals, Inc.	17-6-11052-X	Renovation of radiology in Ruby Memorial Hospital	\$0
West Virginia University Hospitals, Inc.	17-6-11053-X	Renovation of shell space in Ruby Memorial Hospital	\$0
Jacob's Ladder at Brookside Farm, LLC	17-6-11079-X	Addiction treatment program in Preston Co	\$0
New Life Clinics, Inc.	17-2-11082-X	Addiction treatment program in Mason Co.	\$0
Lifetree Medical Services, LLC	17-1/2/3/4/6/7/8/10-11091-P	Mid-Level Practitioner Services	\$10,000.00

CERTIFICATE OF NEED – June 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Good Samaritan Society Barbour County	17-7-11104-P	Outpatient therapy service	\$4,000.00
New Life Clinics, Inc.	17-1-11081-X	Addiction treatment program in Raleigh Co.	\$0

Valley Health Care, Inc.	17-7-11062-X	School-based health center within Elkins Mountain School	\$0
Valley Health Care, Inc.	17-7-11061-X	School-based health center within North Elementary School	\$0
AF-CH-HH, LLC	17-2-11036-A	Acquisition of all membership assets of Louisa Home Care Holdings, LLC	\$581,000.00
Winchester Community Mental Health Center, Inc.	17-9-11084-X	Integrated behavioral health facility for Berkeley and Jefferson Counties	\$0
NCGCare Acquisition, LLC	17-2-11075-X	Acquisition of Starlight Behavioral Health Services, Inc.	\$0
Charleston Area Medical Center	17-3-11113-P	Ambulatory health care facility in Hurricane, WV	\$199,305.00
Jason Michael Perry	17-6-11093-X	Drug and alcohol detox and rehab in Preston Co.	\$0
Highland-Clarksburg Hospital, Inc.	17-6-11099-X	Addition of 20 forensic beds	\$0
Good Samaritan Society Barbour County	17-7-11107-X	Expansion of therapy room	\$0
Camden on Gauley Medical Center, Inc.	17-4-11089-X	School-based health center at Richwood High School	\$0
Carter Healthcare of West Virginia, LLC	17-10/11-11116-A	Change of ownership F.C. of West Virginia Inc	\$450,000.00
Highland-Clarksburg Hospital, Inc.	17-6-11100-X	Substance use disorder medical detox and residential treatment program in Harrison Co	\$0
West Virginia University Hospitals, Inc.	17-6-11102-X	Substance use disorder medical detox and residential treatment program in Monongalia Co	\$0
Highland-Clarksburg Hospital, Inc.	17-6-11101-X	Substance use disorder medical detox and residential treatment program	\$0
Oak Hill Hospital Corporation d/b/a Plateau Medical Center	17-4-11119-H	Surgery and Endoscopy Addition	\$10,400,000.00
Monongalia Health System, Inc.	17-7-11121-A	Affiliation of Monongalia Health System and Stonewall Jackson Memorial Hospital	\$50,000.00
Monongalia County General Hospital Company	17-6-11120-P	Mon Health Wedgewood Primary Care-Pineview, ambulatory care center	\$328,000.00

CERTIFICATE OF NEED - July 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Ohio Valley Physicians, Inc.	17-2-11125-X	Medication Assisted Treatment Program	\$0
Oak Hill Hospital Corporation d/b/a Plateau Medical Center	17-4-11122-X	Renovation of operating suites	\$0

Pendleton Manor	17-8-11117-X	Renovation of skilled nursing facility	\$0
United Hospital Center, Inc.	17-6-11131-Z	Home Health Expansion Preston Co	\$35,000.00
Stonerise Reliable Healthcare LLC	17-6/10-11134-A	MVA Home Health Services	\$335,000.00
Good Samaritan Society Barbour County	17-7-11135-P	Therapy Remodel and Outpatient Services	\$4,000.00
Stonerise Reliable Healthcare LLC	17-1/2/4/5/10/11-11136-A	Acquisition of MSA Home Health Services	\$5,640,000.00
Carter Healthcare of West Virginia, LLC	17-10/11-11146-A	Purchase of existing home health agency	\$450,000.00
First Center LLC Citenik Properties LLC	17-2-11142-NH	Cabell Post-Acute Care Facility	\$20,000,000.00

CERTIFICATE OF NEED - August 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Kanawha County Emergency Ambulance Authority	17-3-11147-P	Kan Co Employee Health and Wellness Center	\$255,000.00
Stonerise Reliable Healthcare LLC	17-6/10-11150-A	MVA Home Health Services	\$335,000.00
Sabra Health Care REIT, Inc.	17-5-11130-X	Indirect change in ownership of landlord of Worthington Nursing and Rehabilitation Center	\$0
Re-Entry and Recovery Network LLC	17-2-11129-X	Inpatient substance abuse center	\$0
West Virginia University Hospitals, Inc.	17-6-11133-X	Renovation of Mary Babb Randolph Cancer Center located in Ruby Memorial Hospital	\$0
Braley & Thompson, Inc.	17-3-11152-X	Behavioral health rehabilitation services	\$0
Community Health Systems, Inc. d/b/a AccessHealth	17-1-11144-X	OB/GYN services at Welch Community Hospital	\$0
Community Health Systems, Inc. d/b/a AccessHealth	17-1-11143-X	School-based health clinic on campus at Cranberry Prosperity Elementary School	\$0
Highland-Clarksburg Hospital, Inc.	17-6-11099-X	Addition of 20 forensic beds	\$0
West Virginia University Hospitals, Inc.	17-6-11159-H	Southeast Tower expansion	\$10,500,000.00
Cavalier Mobile X-Ray Co.	17-5/6-11160-A	Acquisition of Mobile Diagnostic Imaging, LLC	\$40,000.00

CERTIFICATE OF NEED - September 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
United Hospital Center, Inc.	17-6-11163-H	Expansion of hospital	\$4,120,000.00
Community Health Systems, Inc. d/b/a AccessHealth	17-1-11155-X	Private OB/GYN practice of Dr. Tucker	\$0
Thomas Memorial Hospital	17-3-11151-X	Conversion of 10 psychiatric beds to medical-surgical beds	\$0
Good Samaritan Society – Barbour County	17-7-11176-P	Remodel of existing SNF Physical Therapy and addition of outpatient therapy services	\$4,000.00
Marshall Health Care Center, LLC	17-3/10-11167-X	Licensed operations of nursing home facility known as Mound View Health Care	\$0
Magnolia Holdings, LLC	17-3/10-11168-X	Real property and equipment of nursing home facility known as Mound View Health Care	\$0

CERTIFICATE OF NEED - October 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Lincoln Primary Care Center, Inc. d/b/a Southern West Virginia Health System	17-2-11164-X	Development of Pioneer Health Center at Man Middle School	\$0
Lincoln Primary Care Center, Inc. d/b/a Southern West Virginia Health System	17-2-11165-X	Development of Mustang Health Center at Midway Elem. School	\$0
Lincoln Primary Care Center, Inc. d/b/a Southern West Virginia Health System	17-2-11166-X	Development of Ranger Health Center at Ranger Elem. School	\$0
Recover Together, Inc. d/b/a Groups	17-9-11169-X	Office based medication-assisted treatment program	\$0
Hope Healthcare Riverview Operations, LLC	17-2-11174-X	Acquisition of licensed operations of The Village at Riverview Inc.	\$0
Stonerise Reliable Healthcare LLC	17-5-11187-Z	Expansion of Home Health Services	\$10,000.00
Stonerise Reliable Healthcare LLC	17-5/7-11188-A	Acquisition of MSA Home Health Services	\$10,000.00
Charleston Area Medical Center	17-3-11190-P	Ambulatory care facility in Mercer County	\$0
Charleston Area Medical Center	17-3-11192-P	Ambulatory care facility in Logan County	\$0
Charleston Area	17-3-11191-P	Ambulatory care facility in Nicholas	\$0

Medical Center		County	
Charleston Area Medical Center	17-3-11189-P	Ambulatory care facility in Boone County	\$0
Special Touch Nursing Service, Inc.	17-3-11194-PC	In Home Personal Care Service	\$2,500.00
Elder Adie Services, Inc. d/b/a right at Home	17-3-11195-PC	In Home Personal care Services	\$1,500.00
Ohio Valley Sleep Diagnostics, LLC	17-5-11200-A	Change of ownership in a sleep study facility	\$50,000.00
Southern Home Care Services, Inc.	17-1/4-11203-PC	In home personal care services	\$10,000.00
Hometown Care, LLC	17-6/7-11207-PC	In home personal care services	\$1,500.00
Berkeley Medical Center	17-9-11206-P	Spring Mills Imaging Services	\$673,000.00

CERTIFICATE OF NEED - November 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Monongalia County General Hospital Company	17-6-11208-P	Ambulatory care facility at site of former practice of Alvaro R. Gutierrez Neurology	\$125,000.00
Aeternus Riverview Holdings LLC	17-2-11182-X	Acquisition of real property associated with The Village at Riverview	\$0
New Horizons Therapy Services, LLC	17-1/4-11186-X	Expansion of behavioral health services	\$0
Marshall University	17-2-11181-X	Established of behavioral health center	\$0
Mountaineer Mental Health LLC	17-8-11201-X	Behavioral health services Hampshire County	\$0
WomenCare, Inc. d/b/a FamilyCare Health Centers	17-3-11193-X	School-based health center	\$0
Potomac Valley Hospital	17-8-11212-P	Acquisition of Keyser Physician Practice	\$237,000.00
Solutions Positive Behavior Strategies, LLC	17-2/3/4/5/6/7-11202-X	Expansion of behavior health service area	\$0
Potomac Valley Hospital	17-8-11222-P	Ft. Ashby Primary Care Clinic	\$45,000.00
Community Care of West Virginia, Inc.	17-7-11221-X	Development of Leading Creek Elementary Wellness Center	\$0
Community Care of west Virginia, Inc.	17-7-11220-X	Development of Little Birch Elementary School Wellness Center	\$0
Community Care of West Virginia, Inc.	17-7-11219-X	Development of Sutton Elementary School Wellness	\$0

		Center	
Community Care of West Virginia, Inc.	17-7-11217-X	Development of Flatwoods Elementary School Wellness Center	\$0
Community Care of West Virginia, Inc.	17-7-11218-X	Development of Burnsville Elementary School Wellness Center	\$0
Hope Drug Rehabilitation Center LLP	17-3-11198-X	Facility providing drug detoxification, rehabilitation and counseling	\$0
Callahan Counseling Services	17-9-11184-X	Crisis stabilization unit and detox center	\$0
Taylor Health Care Center, LLC	17-3-11209-X	Acquisition of nursing home at Grafton City Hospital	\$0
Davis Medical Center	17-7-11233-H	Senior Behavioral Health Unit	\$1,345,000.00

CERTIFICATE OF NEED - December 2017

FACILITY	CON NO.	REQUEST	CAPITOL EXPENDITURE
Bridgeport Behavioral Clinic	17-6-11197-X	Crisis Stabilization Unit and Drug Rehabilitation Center	\$0
Valley Health Care, Inc.	17-7-11227-X	Pharmacy services	\$0
Berkeley Medical Center	17-9-11248-P	Sleep Lab Relocation	\$25,000.00

Conclusion

The Office of the Consumer Advocate continues to remain dedicated to providing consumer protection and promoting consumer awareness. Further, the Office of the Consumer Advocate will track trends in the insurance industry and educate West Virginia insurance consumers regarding insurance issues and practices. The Office of Consumer Advocate remains a remarkable resource for West Virginia insurance consumers and will continue to do everything possible to protect citizens and advocate for a fair and accessible insurance marketplace for everyone.



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