

About Us – Contact our Staff

Bureau staff is pleased to help with any assistance you may need.

By Phone:

General Information: 304-558-3317, or Toll-Free 1-877-987-3646
Golden Mountaineer Toll-Free: 1-888-968-4462
Medicaid Waiver Hotline Toll-Free: 1-866-767-1575
SHIP Toll-Free: 1-877-987-4463

By Mail:

West Virginia Bureau of Senior Services
1900 Kanawha Boulevard, East
Charleston, West Virginia 25305

By Email:

Commissioner: [Robert E. Roswall](#)
Executive Secretary: [Lee Knabenshue](#)
Deputy Commissioner: [Jacqueline A. Proctor](#)
Secretary to the Deputy: [Tammy Webb](#)
Director of Finance: [Terry Hess](#)

Director, Alzheimer's Programs (FAIR): [Nancy Cipoletti](#)
Director, Lighthouse Program: [Kim Thompson](#)
Director, Long-Term Care Ombudsman: [Suzanne Messenger](#)
Interim Director, Medicaid Programs: [Susan Silverman](#)
Director, Older Americans Act Programs Title III: [Julie Craigo](#)
Director, Older Americans Act Programs Title V (Senior Employment): [Myisha Robinson](#)
Director, Golden Mountaineer Card Program, Special Projects (Robert W. Jackson Senior Conference, Silver Haired Legislature): [Robin Strickland](#)
Director, State Health Insurance Assistance Program (SHIP): [Rebecca Gouty](#)
Director, Health and Wellness: Vacant

By Fax:

Commissioner, Finance: 304-558-5609
Medicaid Waiver: 304-558-6647
All Other: 304-558-0004