

Dear Health Care Provider,

A health care provider organization agrees to certain obligations upon entering into an agreement to participate with WVHIN. The nature of the relationship between a participating organization and WVHIN are spelled out in the WVHIN participation or connectivity agreement and its [policies and procedures](#), which are regularly updated on our website.

As a Point of Contact (POC) for WVHIN, your organization has asked you to be responsible for some or all of its obligations, examples of which include:

1. Verifying the employment or contractual status of an individual WVHIN user and confirming that the user is permitted access to WVHIN under the organization's own policies and procedures;
2. Notifying WVHIN when an individual user is no longer employed by the organization or the user's role has changed such that access to WVHIN should be terminated;
3. Providing notice to WVHIN in the event that an individual user has been found by the organization to have violated the terms of the WVHIN participation agreement or any applicable laws;
4. Receiving notice from WVHIN that it believes an individual user may have violated the terms of the WVHIN participation agreement or applicable law; and
5. Receiving formal written notice of any changes to WVHIN's policies and procedures.

The primary function of the Point of Contact is to verify employment and notify WVHIN of terminations.

Thank You,

WVHIN Customer Care Team

**Customer Support is available 24/7**

**1-844-468-5755**

**[wvhinsupport@crisphealth.org](mailto:wvhinsupport@crisphealth.org)**