



MARCH 2025 NEWSLETTER

Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Need to know

CCA Website:

<https://communicare-advantage.com/>

Provider Services:

ISNP/CSNP/MAPD
(855) 969-5861

Submit Claims to:

EDI #34525

Clearinghouse:
SSI Claimsnet

Provider Portal:

<https://ccaprovider.prod.healthaxis.net/login>

Required Annual Model of Care Training:

<https://communicare-advantage.com/resources/#provider-resources>

Medicare:

<https://www.medicare.gov/>

Partner News!

Hello, Healthcare Partners!

Let us know when they're about to go!

Is a CommuniCare Advantage member going to leave your facility?

Please submit a **Disenrollment/Discharge Form** or a **SNF to SNF Transfer Form** to CommuniCare Advantage as soon as you know that a member is going to leave your facility.

When we receive these forms, the CCA clinical team can prepare to care for our member as the member transitions out of your facility, and will alert our finance team to stop capitation (CAP) payments to your facility for that member.

Plus, if a member is transferring to another CCA facility, the form will alert us to direct the CAP payments for that member to the correct facility.

We cover OTP (Opioid Treatment Programs)!

CommuniCare Advantage covers Opioid Treatment Programs (OTPs) for our Institutional Special Needs Plan (ISNP) members with these stipulations:

- All providers (in-network and out-of-network) must be:
 - approved by Medicare,
 - certified by SAMHSA (Substance Abuse and Mental Health Services Administration),
 - accredited by a SAMHSA-approved entity,
 - and, submit a prior authorization request for approval.

Correction: SNF to SNF Transfer Form. Fixed ISNPSales@chs-corp.com to ISNPSales@chs-corp.com and ISNPDisenrollment@chs-corp.com to ISNPDisenrollment@chs-corp.com.

www.communicare-advantage.com

*CommuniCare Advantage is the DBA for the legal entity OH CHS SNP, Inc.

Making a Difference for Providers

Introducing, your new Partner Engagement Manager (PEM)!

Your dedicated Partner Engagement Manager will work closely with your facility to support the success and growth of the CommuniCare ISNP Health Plan.

The PEM's primary goal is to provide proactive education and to address any issues or concerns that may be hindering the growth of the Plan.

They will meet regularly with your facility, both in-person and virtually, to ensure you have the resources and support you need.

These meetings will serve as an additional layer of support, allowing the PEM to identify educational needs and resolve any trends or challenges that may arise, ensuring that your team has the knowledge and support necessary to succeed.

In addition, the PEMs will host staff events to thank you for your continuous collaboration.



Partner Engagement Managers

Donielle Madaris (Cincinnati, OH, and Southern IN)
donielle.madaris@communicare-advantage.com

PEM coming soon (Cleveland and Youngstown, OH,
and Northern IN)

Hospice and Capitation

CommuniCare Advantage receives a monthly premium from the Centers for Medicare & Medicaid Services (CMS) for each CCA member. CommuniCare Health Services (CHS) facilities receive a capitation payment (CAP) from CCA monthly for each member enrolled in CCA. CAP is paid based on members in facilities on the first day of the month.

CCA members can elect hospice. When electing hospice, they do not need to disenroll from CCA. CCA still provides supplemental benefits, but the medical premiums and claims are paid to and from hospice, outside of CCA. Once a member elects and is accepted into hospice, CCA no longer receives a monthly premium from CMS. Since CAP is based off the monthly premium payments, once a member is accepted into hospice, facilities no longer receive CAP for members.

Facilities are to notify CCA when a member has elected hospice coverage. This early notification will assist with the CAP payment and reconciliation process and will help prevent overpayments and collections.

Did You Know?

Prior authorization forms are to be submitted by the rendering provider and not by CommuniCare Advantage. **IMPORTANT:** Please include clinical documents, any pertinent comments, your name and phone number, along with face sheets. If you have questions, contact your Contracting and Provider Relations Manager listed on the last page.

Need help accessing the Provider Portal? Contact your Contracting and Provider Relations manager listed on last page.

New hires in our SNF facilities, you are invited! Get an overview about CCA and how we work with you. Attend one of the weekly orientations on Tuesdays at 10:30 a.m. Get the Zoom link from your E.D. Ask questions and be informed in less than 20 minutes. We look forward to meeting you and anyone else who could benefit from this information!

Need help scheduling Ride Health non-emergent transportation for a member? The Ride Health portal <https://communicare-advantage.ridehealth.com/login> offers live chat support and telephonic assistance, 8 a.m.- 8 p.m., Mon-Fri. If you have general questions, contact your Concierge Manager at CHSConcierge@communicare-advantage.com.

Getting to Know the ISNP/CSNP MOC!

Beginning with the October 2023 newsletter, we started showing you parts of our Model of Care. This is not a substitute for taking the annual training and submitting an attestation, though. You will still need to do that per CMS requirements. MOC training is available online through Relias Learning for our facilities and is on our website for community providers.

What is our Model of Care and why do we have it?

An effective MOC describes the framework, processes, and systems used to coordinate care for our members and includes these four elements:

1. Description of the SNP (Special Needs Plan) population
2. Care coordination elements:
 - Staffing
 - Health Risk Assessment (HRA)
 - Individualized Care Plan (ICP)
 - Interdisciplinary Care Team (ICT)
 - Care Transition Protocol
3. **Care provider overview**
4. Quality measurement and performance goals

3. Care provider overview – Specialized Expertise

- CommuniCare Advantage offers a network of providers, specialists, and facilities to facilitate the care and treatment of each member.
- The Provider Network team is responsible for ensuring network adequacy covering all services.
- Network adequacy is assessed at least quarterly to make sure the Plan has the requisite number of providers to facilitate timely, high-quality care.
- Each provider undergoes formal credentialing to make certain ensure that they are eligible to participate in Medicare programs and meet the professional standards applicable to the provider.

3. Care provider overview – Use of Clinical Practice Guidelines Compliance

- CCA utilizes Clinical Practice Guidelines (CPGs) to guide the care and treatment of members.
- The Medical Policy Committee evaluates and adopts clinical practice guidelines applicable to the needs of CCA's membership (e.g., ASG Clinical Practice Guidelines and The Institute of Medicine (IOM)).
- Annually, CCA validates compliance with selected clinical practice guidelines through data analysis.
- When individual network providers do not adhere to specific CPGs, CCA conducts outreach and offers education and resources.
- If a systemic problem is identified, CCA undertakes broader analysis to evaluate the efficacy of the CPG.



Reminders!

Have you taken the CMS-required annual Model of Care training?

The Centers for Medicare & Medicaid Services (CMS) requires health plans to provide annual education and training on Model of Care to providers who treat Special Needs Plan (SNP) recipients. This applies to our Institutional Special Needs Plan (ISNP) and Chronic Condition Special Needs Plan (CSNP) members.

As stated in the Provider Manual, all providers who treat SNP members must complete CommuniCare Advantage's Model of Care training and submit an attestation annually.

- If you are our **partners in our skilled nursing facilities**, you will take the training online through Relias.
- If you are our **community partners**, you may take it on our website: <https://communicare-advantage.com/resources/#provider-resources> → scroll down to NOTICES & TRAINING. When you finish the training, a pop up will ask for your First Name, Last Name, Organization Name, NPI, and signature (to electronically draw your signature).

Update Provider Data

Providers must give CommuniCare Advantage adequate notice of changes to provider practice following the terms of their participating agreement with our health plan.

Your Partners at CommuniCare Advantage

Network & Provider Relations

- **Amy Acker**, VP
Network & Provider Operations,
amy.acker@communicare-advantage.com,
(703) 789-1929
- **Candy Harmon**, Indiana,
Contracting & Provider Relations Manager,
candy.harmon@communicare-advantage.com
(812) 746-8050
- **Teresa Berry-Moragne EI**, Maryland,
Contracting & Provider Relations Manager,
tbmoragne@communicare-advantage.com,
(410) 259-1189
- **Rebecca Frango**, Ohio,
Contracting & Provider Relations Manager,
rebecca.frango@communicare-advantage.com,
(540) 391-0499
- **Hannah Dickson**,
Concierge Manager,
CHSConcierge@communicare-advantage.com
(304) 894-7257
- **Shawn Krumm**, Partner News Editor; Manager,
Provider Education & Communication,
skrumm@communicare-advantage.com,
(513) 469-8555

Phone Support

- **Provider Services:** (855) 969-5861
- **Appeals/Grievances:** (855) 969-5861

Email Support (Note: These are current active emails.)

- **Sales Team:** ISNPsales@chs-corp.com
 - > Enrollment applications
 - > SNF to SNF transfer requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Disenrollment:** ISNPdisenrollment@chs-corp.com
 - > Disenrollment requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Referral:** ISNPPreferral@chs-corp.com
 - > For facilities to send referrals to the health plan
- **Compliance:**
healthplan-compliance@chs-corp.com
- **Utilization Management Team:**
um@communicare-advantage.com

