



## DECEMBER 2024 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!

### Happy Holidays, Healthcare Partners!

### New and Updated 2025 Benefits!

#### **NEW:**

- **Dental** (Submit claims to):  
FCL Dental  
101 Parklane Blvd.  
Sugar Land, TX 77478  
Customer Service: (866) 791-5550  
Find a dentist at <https://search.fcl dental.com/>

#### **UPDATED:**

- **Flex cards:** No flex cards for ISNP/CSNP in 2025; MAPD will still use in 2025
- **Pharmacy** (Submit pharmacy claims to):  
MedImpact, 10181 Scripps Gateway Ct., San Diego, CA 92131  
Customer Service: (833) 697-8516
- **Vision:** Any provider members want to see. Submit claims to EDI Payer ID Number: 34525. Clearinghouse: SSI Claimsnet; or mailing address: CommuniCare Advantage Claims Dept., PO Box 21063, Eagan, MN 55121

#### **NO PROVIDER CHANGES; they are still:**

- **Hearing:** NationsHearing
- **OTC/Comfort Care:** NationsBenefits
- **Transportation** (non-emergent):  
Ride Health (<https://communicare-advantage.ridehealth.com/login/ridehealth>)


Any questions, contact your Contracting and Provider Relations Manager. See contact info on last page.

See *2025 sample member ID cards* on next page.

[www.communicare-advantage.com](http://www.communicare-advantage.com)

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

# Sample CCA Member ID Cards: I-SNP, C-SNP, MAPD Emerald, MAPD Sapphire



Printed Date: 9/25/2024

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**CommuniCare Advantage I-SNP**

Health Plan (80840)	RxBIN: 012312
Member ID: A00012	RxPCN: PARTD
Member Name: Test12 T Test12	RxGRP: CCAI

CMS H3727 - 002

**For Members**


<b>Member Services:</b>	xxx-xxx-xxxx (TTY/TDD: *711)
Pharmacy: MedImpact	xxx-xxx-xxxx (TTY/TDD: *711)
Dental and Vision	xxx-xxx-xxxx (TTY/TDD: *711)
Hearing: NationsHearing	xxx-xxx-xxxx (TTY/TDD: *711)

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**For Providers**

<b>Provider Services:</b> xxx-xxx-xxxx	<b>Pharmacists:</b> xxx-xxx-xxxx
Medical Claims:	Pharmacy Claims:
CommuniCare Advantage Claims	MedImpact
Department	10181 Scripps Gateway Ct.
PO BOX 21063	San Diego, CA 92131
Eagan MN 55121	
EDI#: 34525	

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**CommuniCare Advantage C-SNP**

Health Plan (80840)	RxBIN: 012312
Member ID: A00009	RxPCN: PARTD
Member Name: Test9 T Test9	RxGRP: CCAC

CMS H3727 - 001

**For Members**


<b>Member Services:</b>	xxx-xxx-xxxx (TTY/TDD: *711)
Pharmacy: MedImpact	xxx-xxx-xxxx (TTY/TDD: *711)
Dental and Vision	xxx-xxx-xxxx (TTY/TDD: *711)
Hearing: NationsHearing	xxx-xxx-xxxx (TTY/TDD: *711)

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**For Providers**

<b>Provider Services:</b> xxx-xxx-xxxx	<b>Pharmacists:</b> xxx-xxx-xxxx
Medical Claims:	Pharmacy Claims:
CommuniCare Advantage Claims	MedImpact
Department	10181 Scripps Gateway Ct.
PO BOX 21063	San Diego, CA 92131
Eagan MN 55121-4328	
EDI#: 34525	

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**CommuniCare Advantage EMERALD**

Health Plan (80840)	RxBIN: 012312
Member ID: A00009	RxPCN: PARTD
Member Name: Test9 T Test9	RxGRP: EMERALD

CMS H3727 - 005

**For Members**


<b>Member Services:</b>	xxx-xxx-xxxx (TTY/TDD: *711)
Pharmacy: MedImpact	xxx-xxx-xxxx (TTY/TDD: *711)
Dental and Vision	xxx-xxx-xxxx (TTY/TDD: *711)
Hearing: NationsHearing	xxx-xxx-xxxx (TTY/TDD: *711)

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**For Providers**

<b>Provider Services:</b> xxx-xxx-xxxx	<b>Pharmacists:</b> xxx-xxx-xxxx
Medical Claims:	Pharmacy Claims:
CommuniCare Advantage Claims	MedImpact
Department	10181 Scripps Gateway Ct.
PO BOX 21063	San Diego, CA 92131
Eagan MN 55121-4328	
EDI#: 34525	

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**CommuniCare Advantage SAPPHIRE**

Health Plan (80840)	RxBIN: 012312
Member ID: A00009	RxPCN: PARTD
Member Name: Test9 T Test9	RxGRP: SAPPHIRE

CMS H3727 - 004

**For Members**

<b>Member Services:</b>	xxx-xxx-xxxx (TTY/TDD: *711)
Pharmacy: MedImpact	xxx-xxx-xxxx (TTY/TDD: *711)
Dental and Vision	xxx-xxx-xxxx (TTY/TDD: *711)
Hearing: NationsHearing	xxx-xxx-xxxx (TTY/TDD: *711)

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<b>Provider Services:</b> xxx-xxx-xxxx	<b>Pharmacists:</b> xxx-xxx-xxxx
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EDI#: 34525	

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## How to Transfer CCA Members to Another SNF Facility

Please complete and submit the SNF-to-SNF transfer form (attached) when a member transfers from one host facility to another host facility. Completed forms may be submitted to the health plan by emailing them to [ISNPSales@chs-corp.com](mailto:ISNPSales@chs-corp.com).

It's important to communicate to the Plan when a member transfers from one host facility to another host facility to ensure:

- Our records are timely updated accordingly.
- Nurse Practitioners caring for and delivering the Model of Care to our members to transition care successfully from one host facility to another host facility.
- Nurse Practitioners are able to identify those residents who are health plan members that are new to the facility.
- A collaborative and successful transfer of the resident's health care from the sending Nurse Practitioner to the receiving Nurse Practitioner.
- The successful delivery of the elements of the Model of Care (Transition of Care "TOC"), the member's Care Plan and health care goals are continuing to be evaluated and met.

We thank you and our members thank you!

## NEW! Help for CCA Members to Manage Monthly Drug Costs

There's a new payment option in the prescription drug law that works with current drug coverage to help manage out-of-pocket Medicare Part D drugs costs: **Medicare Prescription Payment Plan**. This option spreads drug costs across the calendar year (January-December).

- All Plans offer this payment option.
- Participation is voluntary and free.
- It can help members manage monthly expenses, but does not save them money or lower their drug costs.

For more information, go to <https://www.medicare.gov/prescription-payment-plan> or contact your contract manager (see last page for contact info).

## Did You Know?

**Prior authorization forms** are to be submitted by the provider and not by CommuniCare Advantage. 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 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 these orientations!



**CommuniCare ADVANTAGE**

[www.communicare-advantage.com](http://www.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

## 2. Care coordination elements: Care Transition Protocol

Transitions of Care (TOC) happen when a member moves from one setting of care to another, such as acute hospital inpatient care to home. Documentation of the TOC includes:

- Care plan
- Medication list
- Advanced directives, if applicable
- Up-to-date medical notes and other pertinent information, such as:
  - Discharge instructions from the acute care setting
  - Follow-up appointments needed after an outpatient procedure

During care transitions—to ensure that essential information is provided to the receiving provider—the Case Manager communicates with the member, their caregiver/family, the Primary Care Physician (PCP), and others.

The Case Manager works with the UM staff when the member is inpatient.

The UM staff coordinates discharge planning with the Case Manager to ensure that the member receives the necessary care upon discharge.

Upon returning home, the Case Manager initiates follow up with the member to review the discharge plan, complete an updated HRA, and reconciles medication. This allows for an update to the ICP as applicable and initiates further ICTs as appropriate.



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

### Email Support

- **Concierge Manager:**  
[CHSConcierge@communicare-advantage.com](mailto:CHSConcierge@communicare-advantage.com)
- **Utilization Management Team:**  
[um@communicare-advantage.com](mailto:um@communicare-advantage.com)
- **Sales Team and ISNP Enrollments:**  
[ISNPSales@chs-corp.com](mailto:ISNPSales@chs-corp.com)
- **ISNP Disenrollments:**  
[ISNPdisenrollment@chs-corp.com](mailto:ISNPdisenrollment@chs-corp.com)
- **ISNP Referrals:**  
[ISNPPreferral@chs-corp.com](mailto:ISNPPreferral@chs-corp.com)
- **Compliance:**  
[healthplan-compliance@chs-corp.com](mailto:healthplan-compliance@chs-corp.com)



### Phone Support

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

