



DECEMBER 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 (thru 12/31/2025)

Submit Claims to:

EDI #34525 (thru 12/31/2025)
Clearinghouse: SSI Claimsnet

Provider Portal:

<https://ccaprovider.prod.healthaxis.net/login> (thru 12/31/2025)

Required Annual Model of Care Training:

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

Medicare:

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

Partner News!

Hello, Healthcare Partners!

Member Benefits for 2026!

NO CHANGE/SAME AS 2025:

- **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/>
- **Hearing**: NationsBenefits/NationsHearing, (866) 951-4327 (TTY/TDD: 711)
- **Podiatry**: No vendor; submit as medical claim
- **Transportation** (non-emergent): Ride Health
<https://communicare-advantage.ridehealth.com/login/ridehealth>
- **Pharmacy** (Submit claims to):
MedImpact, 10181 Scripps Gateway Ct., San Diego, CA 92131
Customer Service: (833) 697-8516



NEW/UPDATED:

- **Updated Prior Authorization Form** (announced in Special Edition newsletter 12/2/2025); ISNP and CSNP forms are attached to the email that you received this newsletter; form will be on CCA website 1/1/2026
- **New Third-Party Administrator is Access Health Services (AHS), eff. 1/1/2026** (announced in Special Edition newsletter 12/19/2025) for Provider & Member Services and provider portal
- **MAPD (Sapphire and Emerald)** will end 12/31/2025 along with MAPD members' flex card
- **New Vision Provider**: NationsBenefits/NationsVision, (866) 951-4327 (TTY/TDD: 711), <https://communicareadvantage.nationsbenefits.com/vision>
- **New and Improved OTC/Comfort Care Catalog and Vendor**: CommuniCare Advantage, comfortcare@communicare-advantage.com; fax order form to (513) 605-6845

Sample CCA Member ID Cards: ISNP and CSNP

ISNP (Indiana, Maryland, and Ohio)



Printed Date: 9/25/2025

CommuniCare Advantage I-SNP

Health Plan (80840)
Member ID: A00012
Member Name: Test12 T Test12

RxBIN: 012312
RxPCN: PARTD
RxGRP: CCAI

CMS H3727 - 002

For Members

Member Services: 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)

For Providers

Provider Services: xxx-xxx-xxxx
Medical Claims: CommuniCare Advantage Claims Department
PO Box 3398
Little Rock, AR 72202
EDI#: 34525

Pharmacists: xxx-xxx-xxxx
Pharmacy Claims: MedImpact
10181 Scripps Gateway Ct.
San Diego, CA 92131

www.communicare-advantage.com

CSNP (Maryland and Ohio)



Printed Date: 9/25/2025

CommuniCare Advantage C-SNP

Health Plan (80840)
Member ID: A00009
Member Name: Test9 T Test9

RxBIN: 012312
RxPCN: PARTD
RxGRP: CCAC

CMS H3727 - 001

For Members

Member Services: 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)

For Providers

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Is a Member About 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 the 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.

Do not use the online Smartsheet forms. They were eliminated in 2023, per our October 2023 newsletter and Monthly Highlight Reminder in April 2025. Also, any other form of communication about a member leaving your facility will result in a follow-up email requesting the official forms to be completed and submitted.

Did You Know?

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. promptly. Get the Microsoft Teams 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!

Prior authorization forms are submitted by our PHP NP Case Manager partners or by rendering providers! If submitted by rendering providers, it is important that they include clinical documents, any pertinent comments, their name and phone number, along with face sheets. If you have questions, contact RN Case Manager Kelli Bachtel, kelli.bachtel@cphp-corp.com.

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.

Submit Your Claims

Submit any remaining claims for the year before your billing staff goes on holiday break. Prevent missing any deadlines to file your claims and avoid loss of revenue or denied claims.



Do you know how to detect FWA?

(The following is from <https://www.hipaaxams.com/blog/fraud-waste-abuse>)

“One of the most significant differences between FWA is that fraud involves voluntarily committing wrong actions, whereas waste and abuse tend to be accidents in billing.

Examples of Medicare fraud include knowingly:

- Billing for things that were never given to the patient.
- Billing for no-show appointments.
- Changing claim forms, medical records, receipts, or prescriptions to receive a higher payment.

Examples of Medicare waste include:

- Scheduling excessive/unnecessary appointments.
- Writing for excessive/unnecessary prescriptions.
- Ordering excessive/unnecessary tests, labs, or imaging.

Examples of Medicare abuse include unknowingly:

- Billing for excessive/unnecessary medical services or supplies.
- Billing for brand name drugs (which are more expensive), but dispensing a cheaper generic version.
- Misusing ICD-10 codes on a chart or claim, which is called upcoding or unbundling codes.”

To report Health Plan-related concerns or issues, contact the Health Plan Compliance team at healthplan-compliance@chs-corp.com or the Complaint ActionLine at (800) 238-1770 anonymously and confidentially, 24/7.



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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: Staffing

Our care coordination is based on a collaborative approach within our integrated care system.

The Plan utilizes a flexible case management model to address the varying needs of the population, including utilizing nurse practitioners and nurses or social workers.

Utilization Management (UM) nurses collaborate with Case Managers (CM) to facilitate hospital discharge planning and other care transitions, and coordinates members' needs.

CM and UM staffing are evaluated from time to time based on membership needs, growth, and other factors. Staff goes through rigorous training, which includes compliance and systems from date of hire and ongoing.

Plus, CCA partners with other providers to facilitate services, such as, pharmacy benefit management, claims, dental, hearing, and vision, analytics, Personalized Health Partners (PHP), call center, and Telehealth.



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Your Partners at CommuniCare Advantage

Network & Provider Relations

- **Amy Acker**, VP, Network & Provider Operations
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(317) 695-8025
- **Laura Bradley**, Maryland
Partner Engagement Manager
laubradley@communicare-advantage.com
- **Shawn Krumm**, Partner News Editor; Manager,
Provider Education & Communication,
skrumm@communicare-advantage.com,
(513) 469-8555

Email Support

- **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.
 - > Hospice notification
- **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

Phone Support

- **Provider Services:** (855) 969-5861 (thru 12/31/2025)
- **Appeals/Grievances:** (855) 969-5861 (thru 12/31/2025)

