



JUNE 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 (855) 969-5861

Mail Paper Claims to:

CommuniCare Advantage
Claims Dept.
PO Box 21063
Eagan, MN 55121

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!

**Rehabilitation therapy for CCA Members is not limited—
but only when using the internal therapy company!**

When using **internal** therapy services, there are **no limitations** as to how many therapy sessions a member in our SNF facilities may receive each month, and there are **no limitations** as to how many minutes each therapy session can last.

If a member requires more intense rehab and needs to be sent to an external or inpatient rehab facility, a prior authorization must be submitted.

If you still have questions, please contact your Contracting & Provider Relations Manager or the Concierge Manager. Contact information is on the last page of this newsletter.

**Have an issue affecting CCA members?
Contact your Concierge Manager!**

Have CAP payment questions? Need help with the Provider Portal? Want a provider added to our network, but your Contracting & Provider Relations Manager isn't available? *Contact your Concierge Manager!* She can help. The Concierge has the answer or she can access a vast network of subject matter experts to help solve issues in your facility that affect member care—nearly 800 issues since February 2021! CHSConcierge@communicare-advantage.com

Contact the Concierge, then let her do the legwork to help solve your issues.

www.communicare-advantage.com

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

Member Advocates Make a Difference!

From luncheons to holiday parties to a petting zoo, our Member Advocates are dedicated to serving our members and bringing them some fun events.

Member Advocates are a liaison between you at our facilities and us at CCA. They engage directly with our health plan members and will contact CCA colleagues whenever necessary to get answers to any questions.

Our Member Advocates also host and/or attend community activities and encourage members to participate.

So, say hello to your facility's dedicated Member Advocate. They are working with you to help our members—your residents—live their best lives!



We Cover OTP (Opioid Treatment Programs)

CommuniCare Advantage covers Opioid Treatment Programs for our ISNP, CSNP, and MAPD 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.

If you have questions, please contact your Network and Provider Relations Manager. See contact information on the last page.

NEMT ISNP Ride Health

We are here to support your Ride Health non-emergent transportation needs for our members. If your schedulers/transporters need one-on-one training or troubleshooting with existing bookings, let us know. Plus, the Ride Health portal <https://communicare-advantage.ridehealth.com/login> offers live chat support 8 a.m.-8 p.m. Mon-Fri, as well as telephonic assistance 8 a.m.-8 p.m. daily to assist in booking NEMT CCA ISNP member rides. Recorded trainings are also available on the Ride Health portal and via email requests to the Concierge Manager.

If you have questions about your facility's access to the portal or would like more information, please contact our Concierge Manager at CHSConcierge@communicare-advantage.com.

Did You Know?

Prior authorization forms are to be filled out and submitted by the rendering provider—not by the BOMs or the schedulers. If you have questions, please contact your Contracting & Provider Relations Manager.

Provider News newsletters are available on the CCA website at: <https://communicare-advantage.com/resources/> → Provider Newsletters

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 30 minutes. We look forward to meeting you and anyone else who could benefit from these orientations!

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: Health Risk Assessment (HRA)

The main objective of the HRA is to assess members' current health status, estimate their level of health risk, and facilitate the development of their Individualized Care Plan (ICP).

We use a Health Risk Assessment (HRA) that is comprehensive and specialized for a community-based population with diabetes, heart failure, and/or cardiovascular disease (CSNP) or who reside in one of our ISNP facilities.

ISNP and CSNP members are encouraged to complete a health screening online or over the phone to identify individuals at risk and most in need of a care management visit. The screening is then used to triage the urgency of an in-person HRA which is completed with a care manager for CSNP or with a Personalized Health Partner (PHP) Nurse Practitioner (NP) for ISNP.

All HRAs are conducted within 90 days of enrollment and, at minimum, again within one year of completion of the last HRA.

Based on the HRA findings, the Plan uses a predictive model that rates each member's acuity and risk as low risk, moderate risk, or high risk. The results are maintained in the integrated clinical database and disseminated to the Interdisciplinary Care Team (ICT) participants.

The CSNP member's Case Manager and the ISNP member's PHP NP provide pertinent HRA and related ICP changes to the member's Primary Care Physician (PCP) and other providers who participate in the member's ICT.



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**,
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(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

- **Concierge Manager:**
CHSConcierge@communicare-advantage.com
- **Utilization Management Team:**
um@communicare-advantage.com
- **Sales Team and for ISNP Enrollments:**
ISNPSales@chs-corp.com
- **ISNP Disenrollments:**
ISNPdisenrollment@chs-corp.com
- **ISNP Referrals:** ISNPPreferral@chs-corp.com
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