



SEPTEMBER 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

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!

Hospice, Capitation, and Members—How Does That Work?

CommuniCare Advantage (CCA) 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.

Please note that 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, please notify CCA when a member has elected hospice coverage. This early notification will assist with the CAP payment and reconciliation process. Facilities often know well before CMS, so the reconciliation can happen up front and not result in overpayments and collections.

Have You Taken the Annual Model of Care Training?

The end of 2024 is fast approaching. If you have not taken the CMS-required annual Model of Care training yet, please see the last page of this newsletter for instructions of where you can access it and take it before January 1, 2025.

Making a Difference One Member at a Time!

All year round, CCA Member Advocates are focused on making a difference for our members. They listen and talk with them to get to know them, and build relationships with them and their families and those of you who take care of them. Sherri Jackson, Sr. Director of Advocacy and Engagement, said:

“An ISNP Member Advocate is built to help our members understand Their insurance coverage and navigate how to maximize their benefits. Our role is to leverage health plan resources to support, guide, and inform members throughout their CommuniCare experience. It’s an iterative process that requires forethought and change management. Our hope is to inspire, to empower, to shape culture, to drive performance, to resolve conflicts and grow relationships. We are the warm fuzzy.”



Member Advocates—making a difference for everyone involved!

Member Advocates:

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Did You Know?

Information about 2025 benefits is coming! Keep an eye out for the December newsletter.

Your single point of contact to resolve issues at your facility is the Concierge Manager, not directors, VPs, or other executives. Your Concierge can answer your questions quickly, knows who to contact to get answers, and can escalate issues. So, before reaching out to upper management—who might contact the Concierge, anyway—go the more efficient route and contact the Concierge. She’s here to help you help our members!

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

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.

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!



CommuniCare ADVANTAGE

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: Individualized Care Plan (ICP)

In collaboration with the member, the Case Manager develops an Individualized Care Plan (ICP) to address the member's health goals, including medical, social, behavioral, and other health care needs.

The ICP includes:

- Self-management goals developed from the HRA, including interventions and outcomes
- Risk score generated by HRA
- Providers and other clinical specialists who deliver care and services for the member
- Health care directive information
- Barriers to achieving goals and timeline for goal completion
- Member-identified disability, cultural, religious, linguistic, and social determinants impacting care and services

Interdisciplinary Care Team (ICT)

The Interdisciplinary Care Team (ICT) works collaboratively to develop and implement care plans to meet the member's needs.

The ICT members are: member, case manager, PCP, specialists as applicable, other participants as indicated.

The ICT works to empower the member in self-management efforts.

The CSNP case manager and the ISNP PHP NP are responsible for scheduling ICT meetings, informing ICT members of meeting logistics, and updating Care Plan changes.



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

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Phone Support

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

Email Support

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