



SPECIAL EDITION DECEMBER 2023 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 (855) 969-5861
CSNP (855) 969-5869

1.1.24, CSNP will change to (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!

The ISNP Request for Prior Authorization Form has been updated!

Effective January 2, 2024, please begin using the **ISNP** prior auth form that has updates, such as:

- No prior auth needed for Non-Emergency Medical Transport (NEMT)
- DME (>\$500)
- Prosthetics/Orthotics (>\$1,000)
- and other \$1,000 thresholds

We lifted some prior auth requirements to help remove some unneeded administrative burdens.

The updated ISNP and new CSNP/MAPD prior auth forms and the 2024 MAPD Summary of Benefits for all three states are attached to the e-mail from which you received this newsletter.

In January, the updated ISNP and new CSNP/MAPD prior auth forms will be on the CCA website at: <https://communicare-advantage.com/resources/#provider-resources>

Please contact your Contracting & Provider Relations Manager if you have questions. We'd like to hear from you.

PLUS, There's a New CSNP/MAPD Prior Authorization Form!

Also, effective January 2, you may begin using the new **CSNP/MAPD** prior auth form for the following 2024 MAPD plans:

- MAPD Sapphire Maryland
- MAPD Emerald Maryland
- MAPD Sapphire Indiana
- MAPD Emerald Indiana
- MAPD Sapphire Ohio
- MAPD Emerald Ohio

The 2024 MAPD Summary of Benefits for all three states are on our website:

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

From all of us at
CommuniCare Advantage

Happy New Year!

Your Partners at CommuniCare Advantage

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- Sales Team and for ISNP Enrollments:
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- ISNP Disenrollments:
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Phone Support

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- Appeals/Grievances: (855) 969-5861

