



MARCH 2024 NEWSLETTER

Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Partner News!

Need to know

CCA Website:

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

Provider Services:

ISNP/CSNP (855) 969-5861

1.1.24, CSNP number is now same as ISNP.

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/>

What's New in 2024?

Medicare Advantage Prescription Drug (MAPD) Plan

The MAPD plan is for people who live in our plan's service area. It has two options:

➤ **Sapphire** includes:

- Ride Health transportation
- SilverSneakers fitness
- NationsBenefits® Mastercard® Prepaid Card for dental, vision, and OTC

➤ **Emerald** includes:

- SilverSneakers fitness
- NationsBenefits® Mastercard® Prepaid Card for dental, vision, and OTC

To see the **2024 MAPD Summary of Benefits** and the **2024 ISNP and CSNP Summary of Benefits** for Ohio, Indiana, and Maryland, please go to our website: <https://communicare-advantage.com/resources/>

Plus, ISNP and CSNP Benefits Changes

New vendors for dental, vision, transportation, and OTC/Comfort Care items:

- NationsBenefits® Mastercard® Prepaid Card for dental and vision



- NationsBenefits® for OTC/Comfort Care
 - Comfort Care was \$100 monthly benefit, now is:
 - \$155 quarterly (OH)
 - \$120 quarterly (MD)
 - \$155 quarterly (IN)
- NationsHearing for hearing services
- Ride Health for transportation

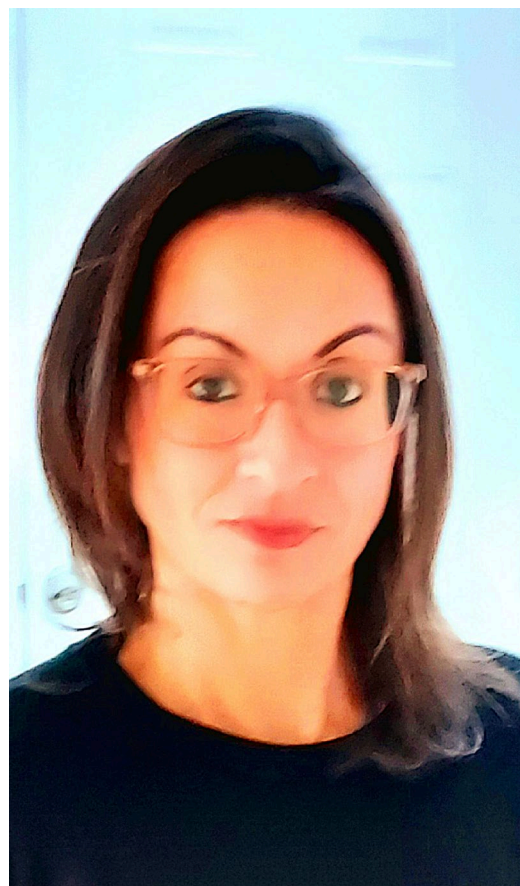
Hello, Robin Parente, VP, Healthcare and Quality Operations!

Robin brings a wealth of health services leadership knowledge and experience. Most recently, Robin was the Senior Vice President for a start-up Provider Enablement/ACO Reach/SNP and MA Delegation organization. Initially on hire, Robin was tasked with building a fully-operational EGWP CSNP plan for the UAW Trust, however, the organization decided to pivot strategy and not rollout an EGWP CSNP plan.

Prior to that opportunity, Robin was a Senior Consultant for BluePeak Advisors working with national and regional clients on SNP Medicare Audits and Validation/Remediation. Before joining BluePeak, Robin worked in leadership roles within Molina, Anthem, Commonwealth Care Alliance, and United Healthcare.

Robin is a Registered Nurse licensed in Massachusetts and New York. Early in her career, she had clinical experiences working in the ICU, PACU, and Cardiac Catheterization Lab. She earned her MBA from Northeastern University, Boston; BSN from Nova Southeastern University in Davie, Florida; and is a Certified Case Manager (CCM) through the CCMC.

After speaking with Robin, you will quickly learn her passion is working with elders at risk. Her hobbies include running and spending time with her family (husband of 14 years, 12-year-old daughter, and 5-year-old rescue blue nose pit bull). Robin lives in Massachusetts (and, no, she is not a Patriots fan, but definitely a Bruins and Celtics fan).



New Member Advocates

CCA ISNP facilities in Ohio, Indiana, and Maryland will gain a CCA Member Advocate! Your Member Advocate will engage directly with your staff, CCA members and their families, and the Individualized Care Teams (ICTs). They will help improve the overall quality and performance of the ISNPs and the SNFs. Plus, they will be dedicated to establishing a customer-oriented presence throughout the region, and will host member catalog parties, holidays, and other events.

You will receive an e-mail from your Member Advocate to introduce themselves and to provide a tentative schedule to visit your facility.

Clarification

The prior authorization form was updated in December, and we received questions about rehab therapy. There was no change to that service. It was on the form prior to the update. It's listed in case an outside service is used for rehab therapy. We own a therapy company—CommuniCare Rehabilitation Services—that's used for ISNP facilities internally for PT, OT, and speech.

Did You Know?

CommuniCare Health Services Founder and COB Stephen Rosedale was among the 20 people who were inducted into the Ohio Veterans Hall of Fame Class of 2023! *(Copy and paste the link into your browser.)*
<https://www.dispatch.com/story/news/local/2023/11/10/our-central-ohioans-among-20-inducted-ohio-veterans-hall-of-fame-inducts-4-central-ohioans-among-20/71523882007/>

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

Your new Concierge is Hannah Dickson, effective January 1; your single point of contact to help resolve provider issues that affect CCA members. Reach her at CHSConcierge@communicare-advantage.com.

New hire weekly orientation began on Zoom in January for our ISNP facilities. We're familiarizing new hires with CommuniCare Advantage, who we are, what an ISNP is, and how we work with you. It's an overview, so no deep dives. Also, anyone can attend who could benefit. To attend, contact your E.D. for the Zoom link. Become informed in less than 30 minutes.



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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.

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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Notifications!

As of March 31, 2024, the following email boxes will be "shut off" and no longer able to receive emails:

- Disenrollments@communicare-advantage.com
- Sales@communicare-advantage.com

Please use (same as **highlighted** under Email Support below):

- ISNPReferral@chs-corp.com – to send referrals
- ISNPDisenrollment@chs-corp.com – to send disenrollment, discharge, or discharges to hospice/higher levels of care
- ISNPSales@chs-corp.com – to send all other enrollment-related inquiries

Reminder—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,
(703) 789-1929
- **Kristin Rudd**, Indiana,
Contracting & Provider Relations Manager,
kristin.rudd@communicare-advantage.com
(317) 314-2573
- **Rebecca Frango**, Ohio,
Contracting & Provider Relations Manager,
rebecca.frango@communicare-advantage.com, (540) 391-0499
- **Teresa Berry-Moragne El**, Maryland,
Contracting & Provider Relations Manager,
tbmoragne@communicare-advantage.com, (410) 259-1189
- **Williette Henderson-Riddick**, Maryland,
Contracting & Provider Relations Manager,
whriddick@communicare-advantage.com,
(443) 274-8043
- **Shawn Krumm**, Partner News Editor;
Manager, Provider Education and
Communication, skrumm@communicare-advantage.com, (513) 469-8555

Email Support

- **Concierge:** 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:** ISNPreferral@chs-corp.com
- **Compliance:** CCA-Compliance@communicare-advantage.com
- **Prescription Drug Coverage:**
ayad.auda@wvsenioradvantage.com

Phone Support

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



CommuniCare ADVANTAGE
www.communicare-advantage.com

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