CommuniCare ADVANTAGE

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!

Hello, Healthcare Partners!

Did you know that ISNP enrollment is year-round? Because it's institutional, there's no need for members to wait for a designated time of the year to sign up like with regular Medicare Advantage plans. Same for CSNP enrollments for chronic conditions.

Forms Changes for ISNP Facilities!

The ISNP Notice of Discharge/Disenrollment and CSNP Disenrollment Form have been combined and is now the Disenrollment/Discharge Form (digital).

Also, the ISNP Notice of Transfer Form has been updated and is now the SNF to SNF Transfer Form (digital).

The online Smartsheet forms for the Notice of Discharge and Notice of Transfer have been eliminated.

One more thing, the Staff Referral Form (digital) for SNF facilities has been updated.

Because You Asked For Clarity . . .

CommuniCare Health Services has healthcare centers in seven states (Indiana, Maryland, Missouri, Ohio, Pennsylvania, Virginia, and West Virginia), but we have ISNP members in skilled nursing facilities in four of these states (Indiana, Maryland, Ohio, and West Virginia).

What's New? Interactive Voice Response (IVR) is live!

For quick answers to simple questions, now when you call (855) 969-5861 and (855) 969-5869 (see under Need to Know to the left), you'll hear: "Thank you for calling. For faster service, please press 1 to use our self-service portal. Otherwise, please stay on the line."

Members and Providers will be able to verify:
- Benefits/Eligibility
  - Effective Date
  - Copay, Deductible, MOOP
- Authorizations Status
  - Providers will hear multiple authorizations if multiple are on file for the month span requested
  - Members will hear only one (for now)
- Claim Status
- Contact information
  - Claims address
  - UM address and Fax #

New benefits Are Coming Soon for ISNP and CSNP. Stay tuned!

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

Hello, Dr. Damien Doyle!

In May 2023, Dr. Damien Doyle joined CommuniCare as the Chief Medical Officer for CommuniCare Advantage (CCA), West Virginia Senior Advantage (WVSA), and PHP. He is a board certified Family Practice and Geriatrics physician. He completed his undergraduate and medical school training at the University of Wisconsin–Madison before pursuing a Family Medicine residency at the University of North Carolina Chapel Hill program in Greensboro and a Geriatrics Fellowship at Wake Forest University in Winston-Salem, NC. After moving to the Washington, DC, area in 2001, he was in private practice in Northern Virginia for several years before moving to the Hebrew Home of Greater Washington in 2003. He directed the outpatient clinics and assisted living facility at Hebrew Home until 2008 when he assumed the role of Medical Director of the Hebrew Home campus. He also worked as the Medical Director for Optum in the Mid-Atlantic region, Medical Director for Johns Hopkins Medicare Advantage, and VP of Medical Affairs of Signify Health to help oversee an extensive Provider Network and the largest in-home evaluation model in the U.S. He continues to see geriatrics patients in the Assisted Living environment.

Dr. Doyle has been involved in numerous advanced care protocols and has served on regional boards of the American Geriatrics Society and the American Medical Directors Association. He has been involved in numerous state-wide initiatives including the Governor's task force on Health Information Exchange, the Maryland Medical Orders for Life Sustaining Treatment, and the Transitions in Care Initiative. He was a clinical professor of Geriatrics at both Georgetown University and the George Washington University School of Medicine and actively involved in the training of Geriatrics professionals. His main areas of interest include Geriatric Psychiatry issues, quality of life measures, and improvement in transitions of care outcomes.

New Hire Orientation is Coming Your Way

Want to send new hires to get training on CommuniCare Advantage? Beginning in January 2024, weekly Zoom meetings will be held for your new employees and anyone else who'd like to attend. They will get to meet some of the Network and Provider Operations team as we inform them about things like who we are and what we do, ISNP, and CSNP. You'll receive an email with a Zoom link. We look forward to meeting everyone joining the CommuniCare family!

Did You Know?

CommuniCare Advantage uses VPay to distribute claim payments. The default method of payment is by VCard, which is an expedited method of payment via Mastercard.

Instructions for processing these payments are included on each Explanation of Benefit (EOP). For a different form of payment, such as by paper check or electronic funds transfer (EFT), contact VPay Customer Service Center, 1 (888) 920-0581, or send an email to support@vpayusa.com.

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

You can find out if a member is enrolled. If you need assistance in determining if a member is enrolled with CCA or WVSA, please email:
- Robert Nelson, Robert.nelson@communicare-advantage.com; or,
- Kimberly McBratney, kmcbratney@communicare-advantage.com; or,
- Carole Piper, cpiper@communicare-advantage.com.

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Getting to Know the ISNP/CSNP MOC!

Over the coming year, you'll see bits and pieces 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 (HRS)
   - Individualized Care Plan (ICP)
   - Interdisciplinary Care Team (ICT)
   - Care Transition Protocol
3. Care provider overview
4. Quality measurement and performance goals

1. Description of the SNP (Special Needs Plan) population

Our ISNP (Institutional Special Needs Plan) is for members who live in a nursing home or long-term care facility. Our CSNP (Chronic Special Needs Plan) is for members who have congestive heart failure, coronary artery disease, and/or diabetes mellitus.

Our CCA members are economically diverse and include individuals who are dually eligible for Medicare and Medicaid, may have inadequate support systems, have varying levels of ability, function, and independence, and may have hearing and/or vision impairments.

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Reminders!

Have you taken our 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 our Special Needs Plan (SNP) members. 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.

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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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**:
  acmcghee@communicare-advantage.com

Phone Support

- **Provider Services**: (855) 969-5861

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

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