



SEPTEMBER 2023 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 (855) 969-5861
CSNP (855) 969-5869

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 and Attestation:

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

Medicare:

<https://www.medicare.gov/>

Hello, Healthcare Partners!

You asked and we listened. Introducing, your newsletter! You'll receive this quarterly beginning Oct 1st to give you:

- updates
- reminders
- clarification and answers to frequent questions
- need-to-know information

We're Growing!

The footprint of CommuniCare Health Services is expanding with the addition of West Virginia, now operating over 40 healthcare centers and more than half a dozen home health agencies and affiliated therapy and hospice services. We now have healthcare centers in seven states: Indiana, Maryland, Missouri, Ohio, Pennsylvania, Virginia, and West Virginia. *See the full story [here](#).*

What's New?

Our notice address has changed:
CommuniCare Advantage
10123 Alliance Rd., Suite 240
Blue Ash, OH 45242

Do not mail paper claims here.

Congratulations, Trivia Winners!

- Jacob Robinson, Rolling Hills
- Reba Smith, Wildwood
- Tonya Smiley, Indian Creek

Over 40 facility partners attended the Aug 9th CCA refresher Zoom meeting and were asked questions like *What is the capitation payment amount? How long should a resident be expected to reside at the LTC to obtain CCA?* The three winners received a Giftogram to choose their preferred gift.

Want a refresher at your facility?
Send an email to providerrelations@communicare-advantage.com

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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E-mail Support

- **Concierge:** CHSConcierge@communicare-advantage.com
- **Utilization Management Team:**
um@communicare-advantage.com
- **Sales Team:** sales@communicare-advantage.com
- **Member Enrollment:**
enrollment@communicare-advantage.com

Phone Support

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

