

Elderplan|HomeFirst Network News

VOL 4

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Elderplan is Proud to Announce a New Payment Vendor

Elderplan has recently partnered with Zelis Healthcare, LLC to offer a new electronic claims payment processing system. We are excited about this partnership and believe it will improve the processing/payment of claims.

zelis®

Providers can now register for Electronic Funds Transfer (EFT)

- If you are already enrolled in Zelis Payment Network, no action is needed. Zelis will transfer electronic payments to you for Elderplan claims as soon as possible, using your existing payment preferences.
- If you are not currently enrolled with Zelis, you can register to receive EFT payments at no cost to you through the Elderplan ePayment Center. To register, please visit elderplan.epayment.center.
- If you are not sure about your enrollment status, please contact Zelis at 1-877-828-8770.
- Electronic payments will begin soon after registration. In the meantime, any claims payment available to you will be sent via paper check from Zelis to the address on file.
- If you file electronic claims, 835 files will be available via Zelis, iEDI, and TransShuttle. Zelis sends paper check payments with printed claim backup detail.
- We will continue to accept claims from providers via iEDI (Optum), HHA Exchange (primarily used by LHCSA and CDPAS providers), TransShuttle, and paper claims.

Reminder for capitated providers

Providers who receive PMPM capitation for medical services will continue to receive payments in the mail from Change Healthcare. EFT is not yet available for capitated providers.

Retro Document Release

Thanks to our new partnership with Zelis, Elderplan has begun releasing printed Explanation of Payment (EOP) and Integrated Denial Notice (IDN) information going back to February 2024. We expect Zelis to send all retroactive EOPs and IDNs to providers by the end of the year.



Member Benefit Updates for 2025!

- Increased and expanded OTC benefit
- \$0 for Freestyle Libre CGM at participating retailers
- Community Rides and increased Flex benefit for MAP members
- \$0 for worldwide emergency coverage + travel assistance services



Expanding Vaccine Access with VaxCare

Elderplan recently began working with VaxCare, a technology platform that improves access to vaccines for our members. Here's how VaxCare can support your practice:

- **Streamlined Inventory Management:** VaxCare provides vaccines on consignment, managing inventory for you.
- **Simplified Billing:** Vaccine claims are billed directly to Elderplan, reducing administrative work for your team.
- **Additional Revenue Opportunity:** Providers who work with VaxCare will receive a vaccine administration fee.
- Learn more at www.vaxcare.com, or ask our Provider Services team.



Focus on Quality

We are pleased to report that, with your support and delivery of high-quality care during 2023, Elderplan achieved positive results as reported in the annual CAHPS® survey.



Elderplan received the top rating of 5-Stars on Health Care Quality and on rating of Health Plan from our members.

High scores in Health Care Quality correlate directly with positive experiences in accessing care. As such, scores for "Getting Needed Care," "Getting Appointments & Care Quickly," and "Care Coordination" also saw notable improvement over last year.

Your active participation and support has been vital in helping us reach these milestones. Together, we continue to raise the bar on quality and providing exceptional care to our members. Thank you for your collaboration and commitment to excellence.

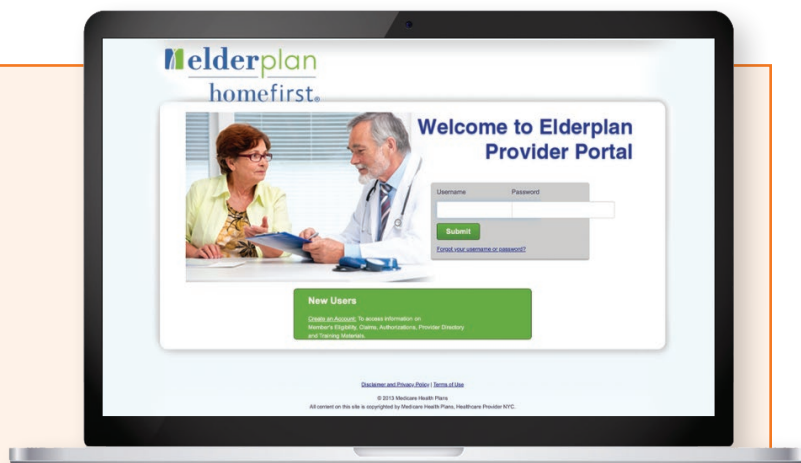
Provider Portal

The Elderplan Provider Portal is designed to empower providers with the tools and resources needed to deliver high-quality care while improving administrative processes for enhanced efficiency, communication and convenience.

The portal offers a wide range of functionality to streamline your administrative tasks.

You can easily check member eligibility, access detailed claims information, manage appeals, upload requested charts or documentation, and stay up-to-date with the latest Elderplan news—all from one convenient location.

To register, simply visit elderplan.org and click "**For Providers**" followed by "**Web Portal.**"



Non-Emergent Medical Transportation (NEMT) 2015/2020 Form

As a reminder, MLTC and MAP members must have a Form 2015/2020 completed by the member's provider with Medical Answering Services (MAS) for any standing orders for NEMT to and from the provider's office. Members with a standing order but no 2015/2020 form with MAS will not be able to get transportation to their appointments. Most new NEMT bookings going forward will require these forms.

To fulfill this requirement, the medical provider must complete and submit the form online via the MAS portal. Please note fax or email is not accepted. Additionally, the provider's email address must be for a private domain e-mail account. The medical provider can be one of the following licensed medical professionals:

- Physician
- Physician's Assistant
- Dentist
- Registered Nurse
- Nurse Practitioner
- Occupational Therapist
- Physical Therapist
- Licensed Master Social Worker (LMSW)
- Licensed Clinical Social Worker (LCSW)
- Mental Health Counselor

Please see the MAS Medical Provider Resource website - <https://www.medanswering.com/medical-providers/forms-resources-for-medical-providers/> - and FAQ for more information - <https://www.medanswering.com/medical-providers/faq-for-medical-providers/>

Finally, we are aware that not all providers have a private domain e-mail account and that this requirement might be causing some issues. We are in communication with the NYS DOH to advocate on behalf of our provider network with the hope that this requirement will be relaxed. Please reach out to the MAS Medical Provider Relations team at mprelations@medanswering.com with your concerns as well.

Security Warning!



CMS has identified, through intelligence reports and social media monitoring, online communications discussing the sale of credentials and access to health plan provider portals by unauthorized individuals. Most of the communications are from individuals outside of the United States who claim to have access to health plan portals storing Protected Health Information (PHI), whether as health plan employees or as health plan contractors. These bad actors are primarily soliciting on LinkedIn and have the following attributes:

- (1) Individuals are part of Call Center groups within LinkedIn such as "USA Call Center Campaigns" and "USA Call Center Campaigns";
- (2) Individuals communicate with specific hashtags on LinkedIn. The hashtags most frequently communicated are #medb, #ppo, #hmo and #mbilookup; and
- (3) Individuals associated with billing and credentialing agencies located in the United States. Please make sure to always safeguard your login credentials for Elderplan's provider portal, other health plan provider portals, and any other systems where you may access PHI. Also be sure to always know who you are connecting with on LinkedIn and other social media platforms and be suspicious of anyone offering easier access to systems. If you think you have been contacted by someone trying to acquire or access your Elderplan provider portal credentials, or if your access has been compromised, please notify Elderplan Provider Service right away at 800-353-3765, option 2.

Honoring Our Members' Health Care Wishes

We recognize that discussing **Advance Directives** can be challenging, yet it is a crucial part of honoring your patients (our members) preferences about their care in the event they cannot speak for themselves. We ask for your support in helping the Elderplan Clinical team educate your patients about Advance Directives and, when possible, collecting completed forms. This ensures that each member's health care wishes will be respected.

If a member provides you with their Advance Directive, please share a copy with our clinical team to enhance coordination of care. You may send it by email to HF-Documents@mjhs.org or fax to 718-765-2064.

For additional resources, including information on Health Care Proxies in multiple languages, please [click here](#).

Friendly Reminders

- **Provider Quality Incentive:**

Take advantage of Elderplan financial incentives by registering with Stellar Health at www.stellar.health today! You'll earn rewards for the outstanding care you already provide to your patients.

- **Keep Your Information Updated:**

Don't forget to update your provider data if there have been any changes. Additionally, please ensure timely submission of all re-credentialing documents, upon request.

- **Complete Coding and Documentation:**

Remember the importance of thorough coding and documentation in member records.

If it's not documented in the claim or the member's chart, it didn't happen!

Be sure to code chronic conditions annually, using the MEAT acronym as a helpful guide:

Monitoring, **E**valuation, **A**ssessment, and **T**reatment.

In addition, please make sure to complete your annual attestation of the Elderplan Model of Care in the provider portal.

Thank you for your attention to these important reminders. Your diligence in these areas contributes to the quality of care provided to your patients/our members. If you have any questions or need further assistance, please don't hesitate to reach out.

Provider Services is available to answer your questions
at **1-800-353-3765, option 2**. 9am to 5pm, 7 days a week.



Leading the way to great care.SM