

Elderplan|HomeFirst Network News

VOL 6

JUNE 2025

Welcome to our network

We are pleased to welcome Healthcare Partners IPA and Rochester Regional Health System to the Elderplan provider network!



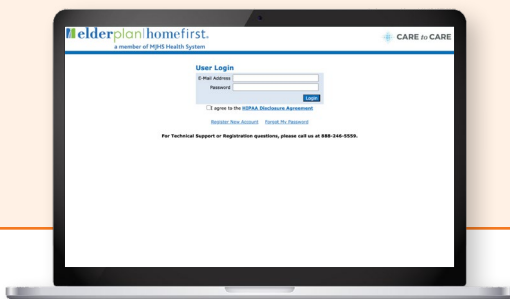
ROCHESTER
REGIONAL HEALTH

Care to Care: High-Tech Radiology Portal

Care to Care, our high-tech radiology vendor, offers a provider portal called the CarePortal. This portal is specifically designed for prior authorization requests. One of the key benefits of the CarePortal is its ability to facilitate collaboration between providers and radiologists by allowing them to consult with a radiologist at any point during the prior authorization process. This feature ensures the best possible outcome for patients.

Providers can access the CarePortal at <https://elderplan.careportal.com>.

Note: First-time users must register to create login credentials. If you have any further questions or need assistance with the CarePortal, you can contact Care to Care at 1-866-390-7526.



Zelis Continues to be Elderplan's Payment Vendor



Elderplan works with Zelis Healthcare, LLC to streamline electronic claims payment processing. This partnership will improve the speed and efficiency of claims processing and payment delivery.

Providers can register for Electronic Funds Transfer (EFT)

- If you are already enrolled in the Zelis Payment Network, no action is needed. You will continue receiving electronic payments based on your current preferences.
- If you are not enrolled with Zelis, you can register for EFT payments at no cost 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 shortly after registration. Until then, payments will be sent via paper check from Zelis to the address on file.
- For electronic claim submissions, 835 files will be available via Zelis, iEDI, and TransShuttle. Paper checks do include printed claim details.
- We will continue to accept claims from providers via iEDI (Optum), HHA Exchange (primarily used by LHCSA and CDPAS providers), TransShuttle, and mailed paper claims.

Reminder for capitated providers

Providers receiving PMPM capitation payments for medical services will continue receiving paper checks from Change Healthcare. EFT is not yet available for these payments.

Social Care Networks



Elderplan/HomeFirst is proud to partner with five regional Social Care Networks (SCNs) to support our HomeFirst MLTC and Elderplan Plus Long-Term Care members. These SCNs help identify members with health-related social needs (HRSN) and connect them to services like housing support, non-medical transportation, and government benefit coordination. We also encourage our provider network to contact the SCNs for collaboration opportunities.

Health Equity Alliance of Long Island

Website: <https://hwcli.com/>

Tel: 516-505-4434

Service Area(s): Nassau

Hudson Valley Care Coalition, Inc.

Website: <https://hudsonvalleycare.org/>

Tel: 800-768-5080

Service Area(s): Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester

Public Health Solutions

Website: <https://www.wholeyou.nyc/>

Tel: 888-755-5045

Service Area(s): Manhattan, Queens, Brooklyn

Staten Island Performing Provider System

Website: <https://statenislandpps.org/>

Tel: 917-830-1140

Service Area(s): Staten Island

Somos Healthcare Providers, Inc.

Website: <https://somoscommunitycare.org/>

Tel: 833-766-6769

Service Area(s): Bronx

Focus on Quality



Your partners at Elderplan would like to highlight your role in supporting quality of life for Elderplan members.

One way Elderplan learns about the well-being of our members is by reviewing results from the Health Outcomes Survey (HOS). CMS sends this survey to members in July every two years. The following are the types of questions that members are asked to complete:

- How they are feeling physically, including limitations in daily activities due to their physical health and pain.
- How they are feeling mentally, including whether their emotional health has interfered with their daily lives and social activities.
- Have they discussed their level of exercise with their provider in the past year?
- Whether they have fallen or had issues with balance or walking, and discussed how to minimize their falls risk with their provider.
- If they have concerns about urinary incontinence and whether they have explored treatment options with their health care provider.

Our care team is here to support our members, ensuring their health care needs are met and well-coordinated. We also advise members to consult with you to determine whether exercise is appropriate, falls risk is minimized, and incontinence concerns are addressed. We thank you for your past and continued collaboration in caring for our members and look forward to working together to ensure that their health and safety remain our primary objectives.

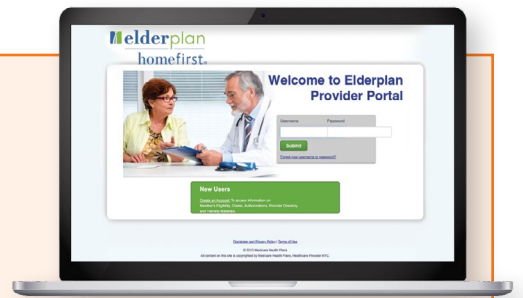
Provider Portal Updates

Great news! In our continued effort to enhance the provider portal, we have made updates that will improve the display of message codes.

- If a claim is denied due to APC edits, the claim view will display the specific reason for the denial.
- You can download your Explanation of Payment (EOP) after reviewing claims.

We are continually looking for ways to improve your portal experience. If you have any feedback or suggestions, please submit a feedback form. Additionally, we will keep you updated as new features become available. If you have any questions or suggestions, please email us at epwebportal@mjhs.org.

As always, the Elderplan Provider Portal, makes it easy to check member eligibility, access detailed claims information, manage appeals, upload requested charts or documentation, and stay up-to-date with the latest Elderplan news. To register, simply visit elderplan.org and click "**For Providers**" followed by "**Web Portal**."



Friendly Reminders

• Provider Quality Incentive:

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

• Keep Your Information Updated:

Ensure your provider data is current and submit all re-credentialing documents promptly, when requested.

• Complete Coding and Documentation:

Accurate coding and documentation of patient encounters are essential. If it's not documented in the claim or the patient'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.

 **elderplan|homefirst.**
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Leading the way to great care.SM