

# Elderplan|HomeFirst Network News

VOL 8

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## HomeFirst is 5-Star plan!

We are proud to share that, according to the MLTC Consumer Guide released on December 3, 2025, HomeFirst MLTC achieved the highest rating of 5 stars.

Thank you for your partnership in helping us deliver high-quality care.



## Welcome to our network

Our new dental partner



## HEDIS



Elderplan's Quality Management team is preparing to conduct its annual Healthcare Effectiveness Data and Information Set (HEDIS®) review. HEDIS is the nation's most used set of health care performance measures, evaluating key aspects of care and service. The National Committee for Quality Assurance (NCQA) collects HEDIS data from health plans and other health care organizations on behalf of the Centers for Medicare & Medicaid Services (CMS) and state agencies.

As part of this process, the Elderplan Quality Management team will soon be requesting medical records for HEDIS measurement year 2025. You can help support accurate HEDIS reporting by caring for your patients in a timely manner and ensuring appropriately reported through medical record submission. If you have questions regarding medical record submission, please call Elderplan's Wellness Team at (718) 759-4413. Medical Records can be faxed to (718) 765-2030.

## Focus on Quality – CAHPS Survey

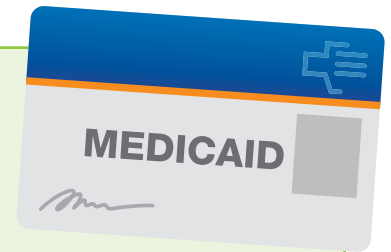
As a valued network partner, you play a critical role in delivering a positive member experience.

Each year, CMS sends the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to measure member satisfaction with their health care services. We review the results carefully to understand how we are performing and where improvements may be needed.

Members are asked about their experience in the last six months with various aspects of care they received, including:

- How easily they could get appointments with specialists
- How easily they could get urgent and routine appointments

Our care team is here to support our members with scheduling doctor appointments to ensure all scheduling and follow-up care is coordinated. We appreciate your help and support in making it easier for members to schedule appointments and to reduce appointment wait times.



## Medicaid Renewal Reminder for Elderplan and HomeFirst members

Active Medicaid eligibility and timely renewals are essential for Elderplan and HomeFirst Managed Long-Term Care members to remain enrolled and continue accessing services without disruption.

### Maintaining active coverage helps members:

- Stay enrolled in their plan
- Continue receiving needed health care services
- Avoid claim denials related to inactive Medicaid coverage

### Members in these plans are most impacted:

- Elderplan for Medicaid Beneficiaries
- Elderplan Plus Long-Term Care
- HomeFirst Managed Long-Term Care

**During visits, we recommend that if a member's Medicaid renewal is approaching, you remind them to:**

- Look for renewal notices from NYC Human Resources Administration (HRA) or their Local Department of Social Services (LDSS)
- Review communications from our plan (letters, texts, or calls based on member preference)
- Begin the renewal process as early as possible, rather than waiting until the due date

If members have questions or need assistance with documentation or the application process, please direct them to contact Elderplan Member Services for support or visit one of our community offices.

## Reminder: Collect Complete Insurance Coverage Information

We would like to remind providers of the importance of collecting and reviewing all insurance coverage information for Elderplan Medicare and HomeFirst MLTC members. Our members may have additional health insurance coverage that serves as primary or secondary insurance.

You should ask members to present their ID cards for all health care coverage such as:

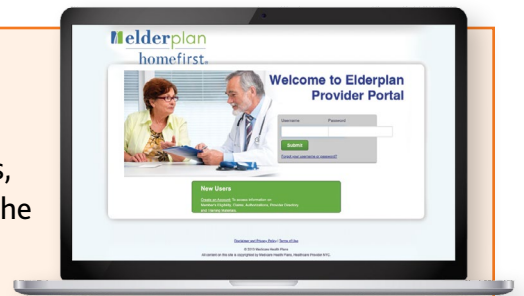
- Medicare through Elderplan, another health plan, or Medicare Fee-For-Service
- Medicare and Medicaid through Elderplan, another health plan or Medicare Fee-For-Service
- Medicaid Managed Long-Term Care through HomeFirst, another health plan, or Medicaid Fee-For-Service
- Other types of health coverage (e.g., through an employer or spouse)

Gathering complete and accurate insurance information upfront will allow you to:

- Provide the full range of services available to members
- Ensure prior authorizations are submitted accurately and timely
- Quickly identify primary and secondary coverage
- Follow Coordination of Benefit billing requirements across Medicare, Medicaid, or other health coverage.

## Provider Portal

The Elderplan Provider Portal is available 24/7, making 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](http://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](http://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.

- **Accurate Coding and Documentation:**

Complete and precise documentation is essential—if it's not documented, it didn't happen. Be sure to code chronic conditions annually, using the MEAT acronym as a helpful guide:

- Monitoring
- Evaluation
- Assessment
- Treatment

- **Annual Attestation:**

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 – 5pm, Monday – Friday.

 **elderplan|homefirst.**

*Leading the way to great care.™*