

Elderplan|HomeFirst Network News

VOL 9

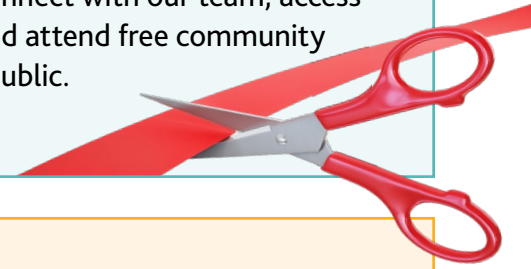
AUGUST 2026

Welcome to the Network



New Community Office in Brooklyn!

We are excited to expand our community presence with the opening of our new Brooklyn Community Office. Stop by to connect with our team, access helpful resources, and attend free community events open to the public.



Washington Heights Community Office

564 W 181 Street, New York, NY 10033

August

- Games, Arts and Music
August 5 | 1 pm–2 pm
- Medicaid Recertification with SPS
August 6, 13, 20, 27 | 10 am–2 pm
- Homecare Mondays with Regal
August 10, 24 | 9 am–5 pm
- Frio Frio Shaved Ice Social
August 19 | 1 pm–2 pm
- Food Stamps and SNAP Benefits Assistance
August 25 | 9:30 am–4 pm

September

- Medicaid Recertification with SPS
September 3, 10, 17, 24 | 10 am–2 pm
- Games, Arts and Music
September 9 | 1 pm–2 pm
- New Member Orientation
September 16 | 10 am–12 pm
- Homecare Mondays with Regal
September 21 | 9 am–5 pm
- Frio Frio Shaved Ice Social
September 23 | 1 pm–2 pm
- Food Stamps and SNAP Benefits Assistance
September 29 | 9:30 am–4 pm

Flushing Community Office

36-59 Main Street, Flushing, NY 11354

August

- Food Stamps and SNAP Benefits Assistance
August 4 | 9:30 am–4 pm
- Medicaid Recertification with SPS
August 5, 12, 19, 26 | 10 am–5 pm

September

- Food Stamps and SNAP Benefits Assistance
September 1 | 9:30 am–4 pm
- Medicaid Recertification with SPS
September 2, 9, 16, 23, 30 | 10 am–2 pm

Brooklyn Community Office

6405 7th Ave. 2nd FL, Brooklyn, NY 11220

August

- Homecare Mondays with X-treme Care
August 3 | 9 am–5 pm
- Medicaid Recertification with SPS
August 4, 11, 18, 25 | 10 am–2 pm
- Painting Class with Elderplan
August 6 | 11 am–12 pm
- Morning Bingo with Elderplan
August 13 | 11 am–12 pm
- Exercise Class with Elderplan
August 20 | 11 am–12 pm
- Organ Failure Prevention Workshop
August 27 | 11am–12pm

September

- Medicaid Recertification with SPS
September 1, 8, 15, 22, 29 | 10 am–2 pm
- Homecare Mondays with X-treme Care
September 14 | 9 am–5 pm

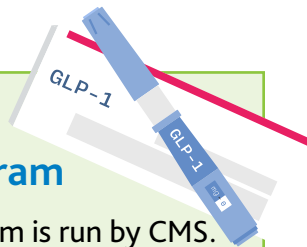
Medicaid Transition from Paper Applications to Provider Services Portal

Effective July 1, 2026, all New York State provider enrollment transactions, including new enrollments, reinstatements, revalidations, ownership changes, and file maintenance, must be submitted through the online Provider Services Portal (PSP). The paper-based enrollment process is being phased out. The PSP enables faster submissions, quicker processing times, and greater transparency by providing providers with access to their enrollment records.

The first step in the registration process is for providers to create a ny.gov business account. Once a ny.gov business account has been created, providers log into the PSP and navigate through the registration process to “claim/link to” their enrollment files.

For more information and to create a ny.gov business account, visit www.emedny.org/PSP/

CMS GLP-1 for Weight Loss – Pilot Program



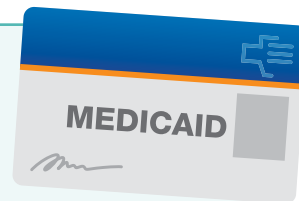
The Medicare GLP-1 Bridge program is run by CMS. It's for eligible members who need GLP-1 coverage for weight management between July 1, 2026, and December 31, 2027. Note, this program operates outside of the Elderplan Pharmacy benefit. CMS will use a single central processor to manage prior authorization, claims adjudication, and payment to pharmacies for the Medicare GLP-1 Bridge.

For more information visit: www.cms.gov/medicare/coverage/prescription-drug-coverage/medicare-glp-1-bridge/information-providers

Interoperability

Elderplan has partnered with Abacus and Onyx to build out the electronic prior authorization component, as well as the provider access API components, of the CMS 0057 Interoperability Rule. The plan is to have those two modules in place by the Fall of 2026 to begin testing efforts prior to the January 1, 2027, compliance date.

Medicaid Renewal Support at Elderplan Community Offices



As part of our ongoing efforts to support Elderplan and HomeFirst members with Medicaid renewal and retention, we are pleased to announce the expansion of our partnership with SPS Community Solutions to all Elderplan/HomeFirst Community Offices beginning in July 2026.

Please let members know that, if they need one-on-one assistance with their annual Medicaid renewal, they can visit our community offices in Washington Heights, Flushing, or Brooklyn, and meet with a representative from SPS Community Solutions.

Community office schedules:

- Flushing: Wednesdays, 10 am–5 pm
- Washington Heights: Thursdays, 10 am–2 pm
- Brooklyn: Tuesdays, 10 am–2 pm

Premier Healthcare Solutions: High-Tech Radiology Portal

Premier Healthcare Solutions, our high-tech radiology vendor, offers a provider portal called the **CarePortal**. It is specifically designed to streamline radiology prior authorization requests and it's built to facilitate collaboration between providers and radiologists.

Why Use the CarePortal?

- Submit prior authorizations online — no phone calls or fax needed
- Receive immediate authorization decisions in many cases
- Track real-time authorization status and next steps
- Available **24/7** to fit your office workflow
- Reduces administrative burden, follow-up calls, and paperwork

Key Features

- Clinical decision support tool to help request determine if meet applicable criteria
- Consult directly with a radiologist at any point during the review process
- One platform for submission, tracking, and provider communication
- Improves transparency and supports timely, high-quality patient care

Providers can access the CarePortal at elderplan.careportal.com

Note: First-time users must register to create login credentials. If you have any further questions or need assistance, contact Premier Healthcare Solutions at 888-246-5559.



NEW: OTC + Flex Card Use on Amazon.com and Amazon Fresh

Elderplan is expanding access to Over-the-Counter (OTC) benefits by allowing members to use their OTC + Flex Card on Amazon.com, including Amazon Fresh (where available).

What providers should know:

- Members can now purchase **eligible OTC items online**, in addition to existing retail options.
- Amazon offers a broad selection of **OTC-eligible products and select groceries**, improving convenience and access for members.
- Availability of Amazon Fresh grocery delivery may vary based on the member's ZIP code.

How members use their card:

- Members add their OTC + Flex Card as a payment method in their Amazon account.
- When shopping, members search for items and apply the "**OTC Benefits Card Eligible**" filter to view covered products only.
- At checkout, the OTC + Flex Card can be selected as the primary payment method.
- If a purchase exceeds the available benefit balance or includes non-covered items, a secondary form of payment will be required.

Provider action:

- Encourage members to take advantage of this option for convenient access to OTC items.
- Remind members to purchase only OTC-eligible products to maximize their benefit.



Focus on Quality – Health Outcomes Survey (HOS)

Helping patients stay healthy and maintain their quality of life starts with meaningful conversations during every visit. By asking a few important questions about your patients' physical and emotional well-being, you can identify concerns early, address barriers to better health, and connect patients with the care and support they need.

One way CMS measures members' health status over time is through the Health Outcomes Survey (HOS), which is mailed to Medicare beneficiaries every two years. Many of your patients will receive the 2026 HOS this summer. The discussions you have with them support better health outcomes and influence how they respond to the survey.

Consider incorporating questions such as:

Physical health: How is your physical health affecting your daily activities? Are pain, ability to move, or other physical limitations making everyday tasks more difficult?

Overall health: Compared with a couple of years ago, do you feel your physical and mental health have improved, stayed the same, or gotten worse?

Emotional well-being: Have feelings such as stress, anxiety, or depression affected your daily activities or social interactions?

Physical activity: Are you getting regular exercise? Have you discussed an exercise plan that's appropriate for your health and abilities?

Fall risk: Have you experienced any falls or problems with balance or walking? Let's discuss ways to help reduce your risk of falling.

Urinary incontinence: Have you experienced bladder control concerns? If so, let's review available treatment and management options.

These conversations can help uncover issues that may otherwise go unaddressed, allowing you to intervene early, improve health outcomes, and enhance your patients' quality of life.

Elderplan's care management team is available to support you by helping coordinate care and connect members with appropriate resources. Together, we can ensure your patients and our members receive the care they deserve.

Thank you for your continued partnership and commitment to improving the health, safety, and well-being of our members.

New Star Part D Quality Measure Alert

Polypharmacy - Use of Multiple Anticholinergic Medications in Older Adults

Patients aged 65 and older who are prescribed two or more anticholinergic medications are at increased risk for adverse outcomes, including **blurred vision, cognitive decline, confusion, delirium, dizziness, falls, urinary retention, and higher rates of hospitalization and mortality.**

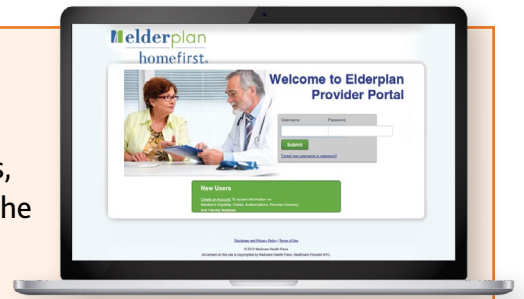
To reduce these risks and improve patient outcomes, providers are encouraged to routinely review medication regimens, assess the cumulative anticholinergic burden, and consider **safer alternatives** when appropriate. Please see the list of alternatives on the Elderplan website, at this direct link: www.elderplan.org/files/polypharmacy-anticholinergic-medications-list/

Elderplan is partnering with CVS Caremark (PBM)-Integrated Stars Solutions (ISS) to support safer prescribing by flagging anticholinergic medications and suggesting safer alternative options. You may receive EHR or fax alerts, with follow-up phone calls from Elderplan or CVS clinical pharmacists as needed.



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** 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.

- **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.**
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