

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:

WVSA Website:
<https://www.wvsenioradvantage.com/>

Provider Portal:
<https://www.wvsenioradvantage.com/providers-partners/#Segundo>

Network Operations:
(844) 854-6888

Required Annual Model of Care Training:
<https://www.wvsenioradvantage.com/training-material/>

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

Hello, Healthcare Partners!

Did you know that ISNP enrollment is year-round? Because it's institutional, there's no need for members to wait for a designated time of the year to sign up like with regular Medicare Advantage plans.

Forms Changes for ISNP Facilities!

The [Disenrollment/Discharge Form \(digital\)](#) has been updated to be more in line with CMS requirements.

Also, the ISNP Notice of Transfer Form has been updated and is now the [SNF to SNF Transfer Form \(digital\)](#).

One more thing, the [Staff Referral Form \(digital\)](#) for SNF facilities has been updated.

Because Some of You Asked for Clarification . . .

CommuniCare Health Services—of which WVSA is a part—has healthcare centers in seven states (Indiana, Maryland, Missouri, Ohio, Pennsylvania, Virginia, and West Virginia), but has ISNP members in skilled nursing facilities in four of these states (Indiana, Maryland, Ohio, and West Virginia).

What's New?

Provider News newsletters are now available on the WVSA website at <https://www.wvsenioradvantage.com/providers-partners/> and scroll down to PROVIDER NEWSLETTER.

Is This Member Enrolled?

If you need assistance in determining if a member is enrolled with CCA or WVSA, please email:

- Robert Nelson, Robert.nelson@communicare-advantage.com; or,
- Kimberly McBratney, kmcbratney@communicare-advantage.com
- Carole Piper, cpiper@communicare-advantage.com

Changes are Coming to the ISNP Benefits for 2024. Stay tuned!

Hello, Dr. Damien Doyle!

In May 2023, Dr. Damien Doyle joined CommuniCare as the Chief Medical Officer for CommuniCare Advantage (CCA), West Virginia Senior Advantage (WWSA), and PHP. He is a board certified Family Practice and Geriatrics physician. He completed his undergraduate and medical school training at the University of Wisconsin–Madison before pursuing a Family Medicine residency at the University of North Carolina Chapel Hill program in Greensboro and a Geriatrics Fellowship at Wake Forest University in Winston-Salem, NC. After moving to the Washington, DC, area in 2001, he was in private practice in Northern Virginia for several years before moving to the Hebrew Home of Greater Washington in 2003. He directed the outpatient clinics and assisted living facility at Hebrew Home until 2008 when he assumed the role of Medical Director of the Hebrew Home campus. He also worked as the Medical Director for Optum in the Mid-Atlantic region, Medical Director for Johns Hopkins Medicare Advantage, and VP of Medical Affairs of Signify Health to help oversee an extensive Provider Network and the largest in-home evaluation model in the U.S. He continues to see geriatrics patients in the Assisted Living environment.

Dr. Doyle has been involved in numerous advanced care protocols and has served on regional boards of the American Geriatrics Society and the American Medical Directors Association. He has been involved in numerous state-wide initiatives including the Governor's task force on Health Information Exchange, the Maryland Medical Orders for Life Sustaining Treatment, and the Transitions in Care Initiative. He was a clinical professor of Geriatrics at both Georgetown University and the George Washington University School of Medicine and actively involved in the training of Geriatrics professionals. His main areas of interest include Geriatric Psychiatry issues, quality of life measures, and improvement in transitions of care outcomes.



New Hire Orientation is Coming Your Way

Want to send new hires to get training on West Virginia Senior Advantage? Beginning in January 2024, weekly Zoom meetings will be held for your new employees and anyone else who'd like to attend. They will get to meet some of the Network and Provider Operations team as we inform them about things like who we are and what we do, and ISNP. You'll receive an email with a Zoom link. We look forward to meeting everyone!

Did You Know?

West Virginia Advantage uses VPay to distribute claim payments. The default method of payment is by VCard, which is an expedited method of payment via Mastercard.

Instructions for processing these payments are included on each Explanation of Benefit (EOP). For a different form of payment, such as by paper check or electronic funds transfer (EFT), contact VPay Customer Service Center, 1 (888) 920-0581, or send an email to support@vpayusa.com.

You can find out if a member is enrolled. If you need assistance in determining if a member is enrolled with CCA or WWSA, please email:

- Robert Nelson, Robert.nelson@communicare-advantage.com; or,
- Kimberly McBratney, kmcbratney@communicare-advantage.com; or,
- Carole Piper, cpiper@communicare-advantage.com.

Getting to Know the SNP MOC!

Over the coming year, you'll see bits and pieces of our Model of Care. This is not a substitute for taking the annual training and submitting an attestation, though. You will still need to do that per CMS requirements.

What is our Model of Care and why do we have it?

An effective MOC describes the framework, processes, and systems used to coordinate care for our members. We focus on these four elements:

1. **Description of the SNP (Special Needs Plan) population**
2. Care coordination:
 - Health Risk Assessment (HRS)
 - Individualized Care Plan (ICP)
 - Interdisciplinary Care Team (ICT)
 - Care Transitions
3. Provider network
4. Quality measurement and performance improvement

1. Description of the SNP (Special Needs Plan) population

Our ISNP (Institutional Special Needs Plan) is for members who live in a nursing facility or skilled nursing facility.

Within the overall ISNP population, there is an identified sub-population described as the most vulnerable due to the number of comorbidities, stages of disease processes, utilization patterns related to services, and/or identified barriers of maintaining health.

Members are assigned a risk level based on identified needs, service utilization, functional status, frailty, and/or disease trajectory.



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. You can find our Model of Care training on our website at

<https://www.wvsenioradvantage.com/training-material/>

All providers who treat SNP members must complete West Virginia Senior Advantage's Model of Care training and submit an attestation annually.

Update Provider Data

Providers must give West Virginia Senior Advantage adequate notice of changes to provider practice following the terms of their participating agreement with our health plan.

Your Partners at West Virginia Senior Advantage

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