

## 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/>

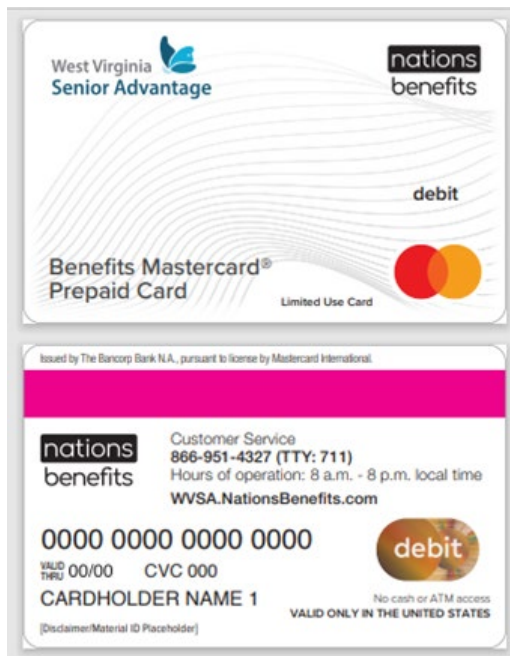
**SHIP:**  
<http://www.wvship.org/>

office 304.343.1950  
700 Chappell Road  
Charleston, WV 25304  
[WVSeniorAdvantage.com](http://WVSeniorAdvantage.com)

### What's New in 2024?

#### ISNP Benefits Changes!

West Virginia Senior Advantage has partnered with NationsBenefits® to provide a Benefits Mastercard® Prepaid Card to our members to pay for **vision services** with any provider they choose.



### Plus!

#### nations hearing

is for cost-effective **hearing services**.

Benefits include:

- More than 8,000 provider locations
- Annual hearing test at zero cost
- Over 1,200 hearing device models available from all leading manufacturers
- 3-year repair warranty

To see the **2024 WVSA Summary of Benefits**, please go to our website:

<https://www.wvsenioradvantage.com/member-resources/#MemberMaterials>

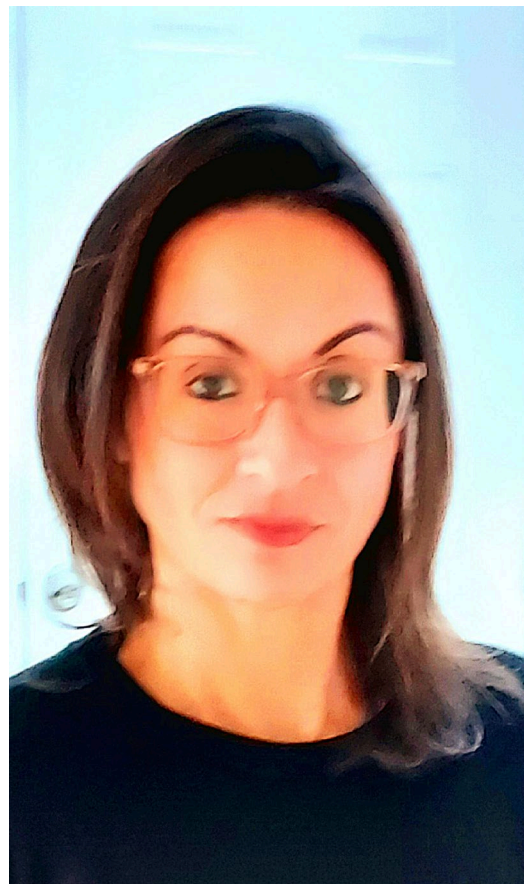
## Hello, Robin Parente, VP, Healthcare and Quality Operations!

Robin brings a wealth of health services leadership knowledge and experience. Most recently, Robin was the Senior Vice President for a start-up Provider Enablement/ACO Reach/SNP and MA Delegation organization. Initially on hire, Robin was tasked with building a fully-operational EGWP CSNP plan for the UAW Trust, however, the organization decided to pivot strategy and not rollout an EGWP CSNP plan.

Prior to that opportunity, Robin was a Senior Consultant for BluePeak Advisors working with national and regional clients on SNP Medicare Audits and Validation/ Remediation. Before joining BluePeak, Robin worked in leadership roles within Molina, Anthem, Commonwealth Care Alliance, and United Healthcare.

Robin is a Registered Nurse licensed in Massachusetts and New York. Early in her career, she had clinical experiences working in the ICU, PACU, and Cardiac Catheterization Lab. She earned her MBA from Northeastern University, Boston; BSN from Nova Southeastern University in Davie, Florida; and is a Certified Case Manager (CCM) through the CCMC.

After speaking with Robin, you will quickly learn her passion is working with elders at risk. Robin's hobbies include running and spending time with her family (husband of 14 years, 12-year-old daughter, and 5-year-old rescue blue nose pit bull). Robin lives in Massachusetts (and, no, she is not a Patriots fan, but definitely a Bruins and Celtics fan).



## Did You Know?

**CommuniCare Health Services Founder and COB Stephen Rosedale** was among the 20 people who were inducted into the Ohio Veterans Hall of Fame Class of 2023! *(Copy and paste the link into your browser.)*

<https://www.dispatch.com/story/news/local/2023/11/10/four-central-ohioans-among-20-inducted-ohio-veterans-hall-of-fame-inducts-4-central-ohioans-among-20/71523882007/>

**Provider News newsletters are available** on the WWSA website at:

<https://www.wvsenioradvantage.com/providers-partners/> → Provider Newsletter

**New hire weekly orientation began** on Zoom in January for our ISNP facilities. We're familiarizing new hires with West Virginia Senior Advantage, who we are, what an ISNP is, and how we work together. It's an overview, so no deep dives. Also, anyone can attend who could benefit from this information. To attend, contact your E.D. for the Zoom link. Become informed in less than 30 minutes.

**The updated Request for Prior Authorization Form** that we attached to the email with the Special Edition Newsletter in December is now on our website at:

<https://www.wvsenioradvantage.com/providers-partners/>

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COMPASSION. COMMUNITY.

# Getting to Know the SNP MOC!

Beginning with the October 2023 newsletter, we started showing you parts 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 (HRA)
  - Individualized Care Plan (ICP)
  - Interdisciplinary Care Team (ICT)
  - Care Transitions
3. Provider network
4. Quality measurement and performance improvement

## 2. Care coordination: Health Risk Assessment (HRA)

Primary Care Providers (**PCPs**) and other specialists play a key role in care coordination. As part of the Interdisciplinary Care Team (**ICT**), the PCP is responsible for contributing and/or collaborating to develop the member's Individualized Care Plan (**ICP**). The PCP also plays a critical role in the member's medical management, especially during care transitions.

The HRA assesses medical, functional, cognitive, mental health, and psychosocial needs of the member. The results are used to determine risk stratification and to develop the member's ICP. The ICP must be shared with the member and given to the ICT. An HRA must be completed for each member within 90 days of enrollment or within 90 days of a contract change and every 365 days, thereafter.



# Notifications!

As of March 31, 2024, the following email boxes will be “shut off” and no longer able to receive emails:

- [Disenrollments@communicare-advantage.com](mailto:Disenrollments@communicare-advantage.com)
- [Sales@communicare-advantage.com](mailto:Sales@communicare-advantage.com)

Please use (same as **highlighted** under Email Support below):

- [ISNPReferral@chs-corp.com](mailto:ISNPReferral@chs-corp.com) – to send referrals
- [ISNPDisenrollment@chs-corp.com](mailto:ISNPDisenrollment@chs-corp.com) – to send disenrollment, discharge, or discharges to hospice/higher levels of care
- [ISNPSales@chs-corp.com](mailto:ISNPSales@chs-corp.com) – to send all other enrollment-related inquiries

## Reminder—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

### Network & Provider Relations

- **Amy Acker**,  
VP, Network & Provider Operations  
[aacker@communicare-advantage.com](mailto:aacker@communicare-advantage.com)  
(703) 789-1929
- **Brad Smith**,  
Contracting & Provider Relations Manager,  
[johnbrad.smith@chs-corp.com](mailto:johnbrad.smith@chs-corp.com)  
(304) 890-0803
- **Hannah Dickson**,  
Provider Advocate/Concierge,  
[hannah.dickson@communicare-advantage.com](mailto:hannah.dickson@communicare-advantage.com)  
(304) 894-7257
- **Megan Berry**,  
Provider Advocate,  
[megan.berry@communicare-advantage.com](mailto:megan.berry@communicare-advantage.com)  
(304) 894-7255
- **Shawn Krumm**, Partner News Editor,  
Manager, Provider Education and  
Communication, [skrumm@communicare-advantage.com](mailto:skrumm@communicare-advantage.com), (513) 469-8555

### Email Support

- **Concierge:** [CHSConcierge@communicare-advantage.com](mailto:CHSConcierge@communicare-advantage.com)
- **Group Network Management:**  
[wvsa.provider.network@chs-corp.com](mailto:wvsa.provider.network@chs-corp.com)
- **Group Member Advocacy:**  
[wvsa.member.advocacy@chs-corp.com](mailto:wvsa.member.advocacy@chs-corp.com)
- **Sales Team:**  
[ISNPSales@chs-corp.com](mailto:ISNPSales@chs-corp.com)
- **ISNP Disenrollments:**  
[ISNPdisenrollment@chs-corp.com](mailto:ISNPdisenrollment@chs-corp.com)
- **ISNP Referrals:** [ISNPPreferral@chs-corp.com](mailto:ISNPPreferral@chs-corp.com)
- **Clinical Team:**  
[wvsa.clinical@chs-corp.com](mailto:wvsa.clinical@chs-corp.com)
- **Pharmacy:**  
[wvsa.pharmacy.support@chs-corp.com](mailto:wvsa.pharmacy.support@chs-corp.com)
- **Compliance:** [CCA-compliance@communicare-advantage.com](mailto:CCA-compliance@communicare-advantage.com)

