

## 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/>

## Hello, Healthcare Partners!

### Yes, We Cover OTP (Opioid Treatment Programs)!

West Virginia Senior Advantage covers Opioid Treatment Programs for our Institutional Special Needs Plan (ISNP) members with these stipulations:

- All providers (in-network and out-of-network) must be:
  - approved by Medicare,
  - certified by SAMHSA (Substance Abuse and Mental Health Services Administration),
  - accredited by a SAMHSA-approved entity,
  - and, submit a prior authorization request for approval.

If you have questions, please contact your Network and Provider Relations Manager. See contact information on the last page.

## Member Advocates Make a Difference!

From luncheons to holiday parties to a petting zoo, our Member Advocates are dedicated to serving our members and bringing them some fun events.

Member Advocates are a liaison between you at our facilities and us at WWSA. They engage directly with our health plan members and will contact WWSA colleagues whenever necessary to get answers to any questions.

Our Member Advocates also host and/or attend community activities and encourage members to participate.

So, say hello to your facility's dedicated Member Advocate. They are working with you to help our members—your residents—live their best lives!



### Did You Know?

**You have a Concierge Manager** to help solve issues that affect member care in your facility. If your Contracting & Provider Relations Manager is not available, please contact your Concierge. If she does not know the answer to an issue, she has access to a vast network of subject matter experts to help solve those issues. See contact info on last page.

**New hires in our SNF facilities, you are invited!** Get an overview about WWSA and how we work with you. Attend one of the weekly orientations on Wednesdays at 10:30 a.m. Get the Zoom link from your E.D. Ask questions and be informed in less than 30 minutes. We look forward to meeting you and anyone else who could benefit from these orientations!

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

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

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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. MOC training will be available on Relias Learning for our facilities and is on our website for community providers.

## 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: Individualized Care Plan (ICP)

The ICP:

- begins with the completion of the Health Risk Assessment Tool (HRAT).
- is developed by the APC and/or the RN.
- identifies the interventions that support the member's goals of care.

Elements of the ICP include:

- member needs
- goals of care
- preferences
- services
- individualized measurable goals

In addition, the ICP is:

- reviewed and updated according to the approved Model of Care.
- communicated to all Interdisciplinary Care Team (ICT) members.
- kept in the Electronic Medical Records (EMRs) for ICT to review.



# Reminders!

## Have you taken the 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 Special Needs Plan (SNP) recipients. This applies to our Institutional Special Needs Plan (ISNP) members.

As stated in the Provider Manual, all providers who treat SNP members must complete West Virginia Senior Advantage's MOC training and submit an attestation annually.

- If you are our **partners in our skilled nursing facilities**, you will take the training online through Relias.
- If you are our **community partners**, you may take the training on our website: <https://www.wvsenioradvantage.com/training-material/> At the end of the training, a pop up will ask for Your Name, Organization Name, NPI, Date, and to checkmark that you agree to the terms.

## 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**,  
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- **Brad Smith**,  
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- **Hannah Dickson**,  
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- **Megan Berry**,  
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- **Shawn Krumm**, Partner News Editor,  
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Communication, [skrumm@communicare-advantage.com](mailto:skrumm@communicare-advantage.com), (513) 469-8555

### Email Support

- **Concierge Manager:**  
[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)
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