

Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Partner News!

Hello, Healthcare Partners!

Hospice, Capitation, and Members—How Does That Work?

West Virginia Senior Advantage (WVSA) receives a monthly premium from the Centers for Medicare & Medicaid Services (CMS) for each WVSA member. CommuniCare Health Services (CHS) facilities receive a capitation payment (CAP) from WVSA monthly for each member enrolled in WVSA. CAP is paid based on members in facilities on the first day of the month.

Please note that WVSA members can elect hospice. **When electing hospice, they do not need to disenroll from WVSA.** WVSA still provides supplemental benefits, but the medical premiums and claims are paid to and from hospice, outside of WVSA. Once a member elects and is accepted into hospice, WVSA no longer receives a monthly premium from CMS. Since CAP is based off the monthly premium payments, once a member is accepted into hospice, facilities no longer receive CAP for members.

Facilities, please notify WVSA when a member has elected hospice coverage. This early notification will assist with the CAP payment and reconciliation process. Facilities often know well before CMS, so the reconciliation can happen up front and not result in overpayments and collections.

Have You Taken the Annual Model of Care Training?

The end of 2024 is fast approaching. If you have not taken the CMS-required annual Model of Care training yet, please see the last page of this newsletter for instructions of where you can access it and take it before January 1, 2025.

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/>

Making a Difference One Member at a Time!

All year round, WWSA Member Advocates are focused on making a difference for our members. They listen and talk with them to get to know them, and build relationships with them and their families and those of you who take care of them. Sherri Jackson, Sr. Director of Advocacy and Engagement, said:

“An ISNP Member Advocate is built to help our members understand their insurance coverage and navigate how to maximize their benefits. Our role is to leverage health plan resources to support, guide, and inform members throughout their West Virginia Senior Advantage experience. It’s an iterative process that requires forethought and change management. Our hope is to inspire, to empower, to shape culture, to drive performance, to resolve conflicts and grow relationships. We are the warm fuzzy.”



Member Advocates—making a difference for everyone involved!

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2025 Benefit Info is Coming!

Information about 2025 benefits will be in the December newsletter! Keep an eye out.

Did You Know?

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!

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Provider News newsletters are on the WWSA website at:

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

Your single point of contact to resolve issues at your facility is the Concierge Manager, CHSConcierge@communicare-advantage.com, not upper management who might contact the Concierge, anyway. So, go the more efficient route and contact the Concierge. She’s here to help you help our members!

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 our 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: Interdisciplinary Care Team (ICT)

The ICT is comprised of the member, family or Authorized Representative (AR), the Advanced Practice Clinician (APC), the Registered Nurse (RN) that supports the APC, the Skilled Nursing Facility (SNF) or Nursing Facility (NF), and the Primary Care Physician (PCP).

PCPs' responsibilities include:

- Providing medical treatment and collaborating with the APC, RN, and other ICT members
- Reviewing the ICP and providing feedback
- Providing updates regarding the member's needs and recommended treatment

Care Transitions

Care transition refers to the movement of a member from one care setting to another as the member's health status changes. Our goal is to ensure continuity of care.

During care transitions, the ICT works to effectively manage, coordinate, and monitor transitions.

When a transition occurs, the SNF/NF caregivers contact the APC and PCP.

The APC and PCP collaborate to manage the member and support goals of treatment in the most appropriate setting of care.

After an inpatient admission or emergency department visit, the PCP and/or SNF/NF staff notify the APC of the member's return to the facility. The APC with RN support resumes management of care in collaboration with the PCP.



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

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