

## 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!

**Let us know when they're about to go!**

Is a West Virginia Senior Advantage member going to leave your facility?

Please submit a **Disenrollment/Discharge Form** or a **SNF to SNF Transfer Form** to WWSA as soon as you know that a member is going to leave your facility.

When we receive these forms, the WWSA clinical team can prepare to care for our member as the member transitions out of your facility, and will alert our finance team to stop capitation (CAP) payments to your facility for that member.

Plus, if a member is transferring to another WWSA facility, the form will alert us to direct the CAP payments for that member to the correct facility.

If you have questions, please contact your Provider Advocate or Concierge Manager. See contact information on the last page.

### Need to know

#### WWSA Website:

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

#### Submit Claims to:

**EDI #WVS01**

Clearinghouse:

**SSI Claimsnet**

#### 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/>

#### Corrections

- **Special Edition 2, December 2023, Newsletter.** Front page. DME (>\$500) was incorrect. DME (>\$1,000) is correct. The archived newsletter on the WWSA website has been corrected.
- **SNF to SNF Transfer Form.** Fixed [ISNPSales@chs.corp.com](mailto:ISNPSales@chs.corp.com) to [ISNPSales@chs-corp.com](mailto:ISNPSales@chs-corp.com) and [ISNPDisenrollment@chs.corp.com](mailto:ISNPDisenrollment@chs.corp.com) to [ISNPDisenrollment@chs-corp.com](mailto:ISNPDisenrollment@chs-corp.com).

# Making a Difference for Providers

## Introducing, your new Partner Engagement Manager (PEM)!

Your dedicated Partner Engagement Manager will work closely with your facility to support the success and growth of the West Virginia Senior Advantage ISNP Health Plan.

The PEM's primary goal is to provide proactive education and to address any issues or concerns that may be hindering the growth of the Plan.

They will meet regularly with your facility, both in-person and virtually, to ensure you have the resources and support you need.

These meetings will serve as an additional layer of support, allowing the PEM to identify educational needs and resolve any trends or challenges that may arise, ensuring that your team has the knowledge and support necessary to succeed.

In addition, the PEMs will host staff events to thank you for your continuous collaboration.



### Partner Engagement Managers

Brenda Wylie (Western half of WV)  
[brenda.wylie@communicare-advantage.com](mailto:brenda.wylie@communicare-advantage.com)

Laura Bradley (Eastern half of WV)  
[laubradley@communicare-advantage.com](mailto:laubradley@communicare-advantage.com)

### **We Cover OTP (Opioid Treatment Programs)!**

West Virginia Senior Advantage covers Opioid Treatment Programs (OTPs) 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 Provider Advocate or Concierge Manager. See contact information on the last page.

### **Did You Know?**

**Prior authorization forms** are to be submitted by the rendering provider and not by WWSA. **IMPORTANT:** Please include clinical documents, any pertinent comments, your name and phone number, along with face sheets. If you have questions, contact your Provider Advocate or Concierge Manager listed on the 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 20 minutes. We look forward to meeting you and anyone else who could benefit from this information!

### **Need help scheduling Ride Health non-emergent transportation for a member?**

The Ride Health portal <https://communicare-advantage.ridehealth.com/login> offers live chat support and telephonic assistance, 8 a.m.-8 p.m., Mon-Fri. If you have general questions, contact your Concierge Manager at [CHSConcierge@communicare-advantage.com](mailto:CHSConcierge@communicare-advantage.com).

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

**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 is available online in 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**

## 4. Quality measurement and performance improvement

West Virginia Senior Advantage uses a comprehensive Quality Performance Improvement Plan across all functions.

The QPIP ensures the health Plan's ability to measure and evaluate the effectiveness of the MOC. Through this process, WVSA identifies and addresses barriers to meeting MOC goals. MOC goals are measurable and evaluated on an ongoing basis.

Annual quality improvement activities and performance results are made available to members and providers on the WVSA website.

MOC goals:

- Improving access and affordability of healthcare needs
- Improving coordination of care and appropriate delivery of services
- Enhancing care transitions across settings
- Ensuring appropriate utilization of services for preventive health and chronic conditions
- Ensuring adequate utilization of behavioral health services
- Continuously improving care for seniors



# 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**, VP  
Network & Provider Operations  
[amy.acker@communicare-advantage.com](mailto:amy.acker@communicare-advantage.com)  
(703) 789-1929
- **Hannah Dickson**,  
Concierge Manager,  
[CHSConcierge@communicare-advantage.com](mailto:CHSConcierge@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 &  
Communication, [skrumm@communicare-advantage.com](mailto:skrumm@communicare-advantage.com), (513) 469-8555



### Email Support

- **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)
  - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
  - > Enrollment applications
  - > SNF to SNF transfer requests
- **ISNP Disenrollment:** [ISNPdisenrollment@chs-corp.com](mailto:ISNPdisenrollment@chs-corp.com)
  - > Disenrollment requests
  - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Referral:** [ISNPPreferral@chs-corp.com](mailto:ISNPPreferral@chs-corp.com)
  - > For facilities to send referrals to the health Plan
- **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:** [healthplan-compliance@chs-corp.com](mailto:healthplan-compliance@chs-corp.com)

*Note: These are the only active emails for Email Support.*