



Health Tip

This fall we're focused on **healthy aging** and the positive aspects of growing older. Clover Health encourages seniors to take charge of their well-being by taking charge of their physical and mental health.

Here are few tips you can provide to your patients for healthy aging:

1. Get up and move by starting an exercise routine. Clover Health membership includes the SilverSneakers® fitness program. There is no visit or use fee when Clover members visit one of 15,000+ SilverSneakers fitness locations or take advantage of their online classes and videos.
2. Add fiber to your diet for digestive and heart health. Most 2022 Clover plans offer the Grocery Plus benefit along with OTC. Eligible members can choose to use this quarterly allowance to purchase healthy foods, OTC items, or a combination of both at approved retail locations or through home delivery. (*Members must qualify for the grocery benefit.)
3. Keep your brain working: exercise your memory through games and puzzles.

Please visit silversneakers.com to get more information, find a fitness location, or view their online offerings. Or call SilverSneakers customer service at 1-888-423-4632 (TTY 711).

Clover Health

P.O. Box 471
Jersey City, NJ 07303

**WE THANK YOU FOR BEING IN-NETWORK
WITH CLOVER. WE'RE HAPPY TO HAVE YOU
ON BOARD.**

INDICIA

MAIL PANEL NO PRINT AREA

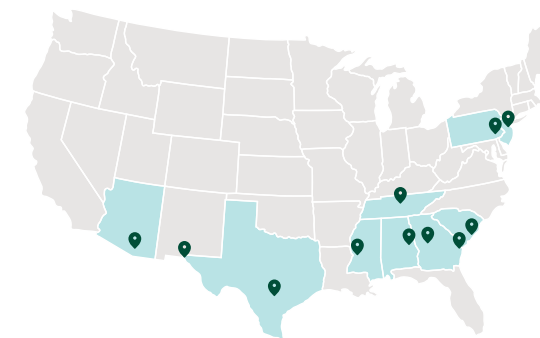


What's New for 2022 – Clover's Medicare Advantage Keeps Getting Better

Clover Health has consistently been one of the fastest growing Medicare plans in the country. We expect to see more growth in 2022 as we continue to expand our footprint and the benefits that Medicare eligibles want.

Expansion

For 2022, Clover is adding 101 counties in Alabama, Georgia, New Jersey, and South Carolina. This will bring the number of states we cover to 9.



Benefits

For the 2022 plan year, Clover continues to focus on keeping members' out-of-pocket costs to a minimum by keeping many of the benefits that matter most to members the same. Benefits like our \$0 plan premium, \$0 copay for unlimited primary care visits, \$0 copay for many generic drugs, \$0 copay for rides to medical appointments, \$0 copay for SilverSneakers® and a \$1,000 yearly dental allowance. We will also be introducing a combined grocery/OTC benefit and an insulin savings program, in which members can purchase their insulin for as low as \$25 a month.

Clover is committed to improving health equity for all Medicare eligibles in the areas we serve. We have become aware of the role food insecurity plays in the overall health of our members. That's why, for 2022, most of our plans offer a combined grocery*/OTC benefit so members have the option to use their quarterly allowance to purchase healthy foods and/or OTC items at local retail locations or through home delivery. There is also a prepared meal delivery option available. (*Members must qualify for the grocery benefit.)

For more information around Clover Health's 2022 benefit plans in your area, please visit cloverhealth.com/plans.



COVID-19 Updates

For up-to-date information on COVID-19 please visit our website: cloverhealth.com/providers/updates



The Clover Assistant Version 2.0!

Exciting changes are in the works to make your Clover Assistant user experience easier and your workflow more efficient.

Soon Clover Health will release a new version of the Clover Assistant (Version 2.0), with new feature updates, a more efficient payment process, and so much more. Here's how we've made the Clover Assistant better for providers:

- Uploading of progress notes is no longer needed!
- ICD-10 auto-coding to save your staff valuable time
- Updated Visits list with more ways to sort and view patient data
- New printable Visit Previews allow you to see important visit information at a glance

Tips to ensure you receive prompt payment for your Clover Assistant Visits:

- Submit Visits within 7 days of your patient's appointment.
- If you haven't already done so, for fastest payment, you may want to complete the Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) forms for Change Healthcare by visiting cda.changehealthcare.com.

Keep an eye out for your new, more streamlined Clover Assistant experience over the coming weeks. Your Account Manager will be reaching out to provide you with more details and walk you through the upgrade process.

Not using the Clover Assistant? Get the most out of Clover by signing up!

Interested in learning more about the Clover Assistant and additional programs? Please see our brief video "Meet the Clover Assistant by Clover Health" at cloverassistant.com. You can also contact the Network Engagement team at clover.network@cloverhealth.com.

Participation in the Clover Assistant program is subject to the terms of a Provider Services Agreement.

Care Connection **clover Health**

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As Clover looks to the future, we continue to be keenly focused on the present. Multiple teams at Clover continue to monitor COVID-19 and remain ready to react quickly when needed to support the efforts of our doctors, nurses, and other staff who work tirelessly on behalf of their patients and our members. All of us at Clover deeply appreciate your dedication.

Thank you for all you do,

Carl Rathjen

Vice President, Network Management & Operations

cloverhealth.com

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Clover Health Payer ID Reminder

If you have not already converted to the updated Clover Payer ID, we ask that you and/or your billing vendors update your practice management system to Payer ID #13285 immediately.

We will be phasing out our historic Payer ID, #77023, on November 30th, 2021.

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Our New Partnership with NovoLogix

Clover Health will be partnering with **NovoLogix**, effective November 1st, 2021, to provide utilization management of certain Part B medical drugs used in a professional setting (e.g., provider offices, clinics, hospital outpatient settings, ESRD facilities, infusion centers, etc.). Prior authorization is required for select Part B medical drugs, including oncology drugs.

Who is NovoLogix? They're a medical pharmacy management (MPM) company owned by CVS.

What will NovoLogix do for Clover? NovoLogix will be conducting medical necessity and utilization reviews of prior authorization requests for certain Medicare Part B medical drugs (HCPCS/NDC codes), including oncology drugs.

How will this work? At cloverhealth.com/pre-auth you can search our prior authorization portal for a particular drug to determine whether a NovoLogix prior authorization is required. If so, you'll be directed to a secure sign-on portal, which will take you to the NovoLogix prior authorization portal.



Resolving Credit Balance Overpayments with TREND Health Partners

We are excited to announce that Clover Health is working with TREND Health Partners to aid with the identifying, resolving, and recovering credit balance overpayments.

TREND Health Partners is an employee-owned healthcare analytics and consulting firm focused on assisting healthcare providers with the resolution of their credit balances and coordinating the efficient transfer of overpayments on behalf of health insurance plans. We are confident in their ability to create value for us and our providers through their analysis, technology, and collaborative work process.

If you have any questions or need additional information, please contact Valerie Thompson, Regional Operations Director with TREND Health Partners at 1-443-689-2705 or vthompson@TRENDHealthPartners.com.



Annual Medical Chart Chase

Clover has kicked off our annual chart chase review through our partners at Ciox and Chartfast. You may be contacted by either party with a request to provide medical records for select patients to assist Clover in ensuring we have the most accurate representation of patients' clinical needs. Both Ciox and Chartfast can accommodate a number of ways to assist you in providing the requested records. For more information, please refer to the medical record request letters provided directly to you, the provider, or contact Provider Services at 1-877-853-8019.

For tips on how to reduce the volume of medical record requests in the future, please see "What Is the Provider's Role in HEDIS?" in this newsletter.

How will prior authorization requests be processed? Authorization requests can be submitted via:

- **Web:** cloverhealth.com, which links to the NovoLogix prior authorization portal
- **Phone:** 1-800-932-7013
- **Fax:** 1-833-866-2893

Is training for the NovoLogix prior authorization portal available?

Yes! Trainings are currently available and will be held through mid-November. For more information on dates and training enrollment, please visit cloverhealth.com/novologix-prior-auth.

Where can I get more information? For more information, visit cloverhealth.com/providers. In January, information about NovoLogix will be available in the Provider Manual and the Provider Resource Guide.

For questions about the NovoLogix prior authorization portal, such as log-in issues or anything technical, providers can call the NovoLogix Help Desk at 1-866-378-3791.



What Is the Health Outcomes Survey?

With the Health Outcomes Survey (HOS), now conducted annually from August to November, CMS surveys the plan's Medicare population and evaluates our ability to maintain or improve the health of our members. Significant improvement in these measures requires a joint effort by Clover and our provider network. Below are the HOS survey questions, which ask members if their doctor discussed these topics with them, and quick tips on how you can incorporate these topics into every encounter.

Improve bladder control

1. Many people experience leaking of urine, also called urinary incontinence. In the past six months, have you experienced leaking of urine?
2. There are many ways to control or manage the leaking of urine, including bladder training exercises, medication, and surgery. Have you ever talked with a doctor, nurse, or other healthcare provider about any of these approaches?

Easy wins:

- Regularly assess a member's urinary incontinence issues over the last six months.
- Evaluate the severity of these conditions and the impact they are having on the member's quality of life, and discuss treatment options.
- Provide informational brochures and materials to members to help educate and initiate the discussion.

Monitor physical activity

1. In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity?
2. In the past 12 months, did a doctor or other healthcare provider advise you to start, increase, or maintain your level of exercise or physical activity?



Clover Recognized for Completing the NCQA-Certified HEDIS Compliance Audit

Clover was recently notified by the National Committee for Quality Assurance (NCQA) that we successfully completed the rigorous NCQA-Certified HEDIS® Compliance Audit™ with a score of 100%. Being awarded this coveted seal is validation of our achievement and commitment to quality improvement and a higher level of integrity to Health Effectiveness Data and Information Set (HEDIS) data for Measurement Year 2020.



Easy wins:

- Consistently evaluate the member's level of physical activity.
- Discuss the health benefits of increasing their level of physical activity, develop physical activity plans that match their health status, and encourage participation in exercise programs.
- Every Clover member has a SilversSneakers® benefit, which includes home exercise programs.

Reduce risk of falling

1. A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?
2. Did you fall in the past 12 months?
3. In the past 12 months have you had a problem with balance or walking?
4. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?

Easy wins:

- Regularly gauge a member's risk of falls, gait, and balance problems and document these concerns.
- Provide fall prevention intervention, such as exercise, balance, and strengthening activities, review member's medication and promote regular eye exams.
- Emphasize home safety (e.g., removing throw rugs and electrical cords, and installing handrails on stairs, grab bars in the bathroom, nightlights in hallways, and non-slip mats in the tub and shower).



What Is the Provider's Role in HEDIS?

Our providers play a leading and critical role in promoting the health of our members. Your office can help increase HEDIS scores by discussing the importance of preventive health screenings and exams with our members. Most importantly, reinforcing preventive care compliance with our members will ultimately improve their health outcomes, especially during the COVID-19 pandemic, in which many patients have gone without routine preventive care.

You can assist by doing the following:

- Submit claim/encounter data for each service rendered.
- Routinely schedule a member's next appointment during the office visit.
- Respond promptly to our requests for medical records.
- Encourage our members to get preventive screenings, such as mammography and colorectal cancer screening.
- Accurately code all claims (see HEDIS coding tip sheet below). Since HEDIS measures are linked to specific coding criteria, accurate coding is critical. Providing accurate information may also reduce the number of records requested.
- Consider including CPT II codes to reduce medical record requests. These codes provide details currently only found in the chart, such as lab results. This is another great reason to use the Clover Assistant. Most HEDIS measures are already baked into this platform and are surfaced to you during a care visit.

For more information regarding HEDIS measures and coding tips, please visit cloverhealth.com/providers/resources.



Appeals and Disputes

Please remember to include a completed Claims Appeal and Dispute Form with every appeal and dispute submission so it's routed to the correct department for processing. You can find our Claims Appeal and Dispute Form on our website: cloverhealth.com/providers/provider-forms