

# Clover Health

P.O. Box 471  
Jersey City, NJ 07303

## Care Connection Clover Health

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

As the pandemic continues, the tireless work of the doctors, nurses, staff, and other first responders who care for affected communities, including our Clover Health members, continues as well. All of us at Clover are sincerely grateful for your heroic efforts day in and day out during these difficult times.

This admiration extends to all of our newest care providers in our new expansion markets. Welcome.

*Carl Rathjen*  
Head of Network

[cloverhealth.com](http://cloverhealth.com)

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### New Correspondence Addresses

Clover has new mailing addresses! Effective August 1st, 2020, Clover has launched 5 new P.O. boxes in order to more effectively route incoming mail to our various departments. We request that your office use the addresses listed below for your future mailings to Clover.

#### Appeals

Use except when mailing eviCore appeals; see eviCore denial letter for address.

Attn: Appeals Department  
P.O. Box 2091  
Jersey City, NJ 07303

Email: [PO\\_Box\\_2091@cloverhealth.com](mailto:PO_Box_2091@cloverhealth.com)  
Fax: 1-732-993-6650

#### Claims

For payment disputes and supporting medical records  
**THIS ADDRESS IS NOT FOR CLAIMS SUBMISSIONS.**

Attn: Claim Payment Disputes & Related Medical Records  
P.O. Box 2092  
Jersey City, NJ 07303

Email: [PO\\_Box\\_2092@cloverhealth.com](mailto:PO_Box_2092@cloverhealth.com)  
Fax: 1-888-240-7243

#### Payment Integrity (Pre-Pay)

Attn: Payment Integrity – Pre-Pay  
P.O. Box 2044  
Jersey City, NJ 07303

Email: [PO\\_Box\\_2044@cloverhealth.com](mailto:PO_Box_2044@cloverhealth.com)  
Fax: 1-866-509-4325

#### Payment Integrity (Post-Pay)

Attn: Payment Integrity – Post-Pay  
P.O. Box 2045  
Jersey City, NJ 07303

Email: [PO\\_Box\\_2045@cloverhealth.com](mailto:PO_Box_2045@cloverhealth.com)  
Fax: 1-866-509-4325

#### General mailing

Please use only when the recipient is unknown.

Clover Health  
P.O. Box 471  
Jersey City, NJ 07303

Email: [PO\\_Box\\_471@cloverhealth.com](mailto:PO_Box_471@cloverhealth.com)  
Fax: 1-866-508-0865

Please ensure these updated addresses are shared internally with your impacted personnel. Clover has also updated our medical records request letters to include the new addresses.

When submitting medical records we ask that you also include the related form as a cover page when mailing medical records to Clover. Please visit [cloverhealth.com/providers/provider-tools](http://cloverhealth.com/providers/provider-tools) to download our Claims Payment Dispute Form or Appeal Form.



This November marks one year since Clover transitioned to our new claim platform. You must contact Provider Services at 1-877-853-8019 prior to 2020 year-end if you have any checks that predate November 2019 that still require a void and reissue.



For readmission claims selected for audit by Clover, it is important to always submit medical records for both the initial stay and the readmission to ensure Clover has all the documentation needed to complete a thorough review.



## Utilization Management Update

As part of Clover's efforts to provide its members with access to high-quality, cost-effective care, Clover has partnered with eviCore healthcare to help facilitate an improved authorization utilization management program for some services. The program began accepting authorization requests on July 22nd, 2020 for dates of service August 1st, 2020 and after.

*If you have already submitted an authorization request to Clover for dates of service post August 1st, 2020, you do not need to resubmit to eviCore.*

eviCore gives providers access to decision support from academically affiliated subspecialists to help determine appropriateness and medical necessity of services when needed, and overall, will reduce the amount of time your office spends waiting on pre-authorization.

The following specialties fall under this new program:

- Advanced Imaging
- Cardiac Imaging
- Medical Oncology
- Radiation Therapy
- Musculoskeletal - Interventional Pain, Spine and Joint Surgery
- Sleep Covered Services and Related Equipment

Please visit Clover's pre-authorization portal at [cloverhealth.com/pre-auth-request](https://cloverhealth.com/pre-auth-request), where you can determine if a code requires a pre-authorization and whether the pre-authorization needs to be submitted to eviCore or directly to Clover. **Please be sure to visit this site and make these determinations to avoid delay in processing the request.**

If you were unable to participate in the eviCore orientations offered in July, you can obtain a copy of the presentation as well as other important documents at [evicore.com/resources/healthplan/cloverhealth](https://evicore.com/resources/healthplan/cloverhealth).

For questions regarding the eviCore web portal, please contact the eviCore support team at [portal.support@evicore.com](mailto:portal.support@evicore.com) or 1-800-646-0418 (Option 2).

## Clover Assistant

Clover is excited to announce a new Clover Assistant opportunity. In 2021, pursuant to a new CMS initiative, Clover will be launching an original Medicare Direct Contracting Entity (DCE) designed to improve patient care and allow you to be compensated at an improved reimbursement rate for Clover Assistant visits for all Original Medicare fee-for-service patients. **This is in addition to your Clover patients.** Not only will you benefit from the higher reimbursement, but using Clover Assistant will enable you to better manage patient care with real-time and relevant, tailored information from all points on the patient's healthcare continuum. For more information, please email [cloverassistantsupport@cloverhealth.com](mailto:cloverassistantsupport@cloverhealth.com).

Clover Assistant is a free, web-based technology platform designed to help support primary care physicians (PCPs) with care delivery and decision-making processes at the point of care for any and all evaluation, management, and annual wellness visits. Clover typically pays double the Medicare rate for PCP E&M codes for providers who access and use Clover Assistant. As a Clover Assistant provider, you will be highlighted as a preferred provider in the Clover Health provider directory. You will also receive payment within 7 days of submitting a Clover Assistant Visit for each patient encounter.

In addition to the point-of-care features, Clover Assistant's CareConnect supports coordination of patient care. Through CareConnect, offices can receive additional compensation for successfully performing care coordination tasks, such as those related to medication adherence and post-discharge visits. The compensation ranges from \$10 per task to \$30 per patient per quarter, depending on the task.

### Not using Clover Assistant?

Interested in learning more about Clover Assistant and additional incentives? Please contact the Network Engagement team at [clover.network@cloverhealth.com](mailto:clover.network@cloverhealth.com).



## Health Tip

**September is National Cholesterol Education Month.** High levels of LDL ("bad") cholesterol increase our risk of heart disease and heart attacks.

One lifestyle change you can make to improve your cholesterol levels is eating heart-healthy foods:

- **Reduce saturated fats.** Saturated fats, found primarily in red meat and full-fat dairy products, raise your total cholesterol. Decreasing your consumption of saturated fats can reduce your low-density lipoprotein (LDL) cholesterol.
- **Eliminate trans fats.** Trans fats, sometimes listed on food labels as "partially hydrogenated vegetable oil," are often used in margarines and store-bought cookies, crackers, and cakes. Trans fats raise overall cholesterol levels. The Food and Drug Administration has banned the use of partially hydrogenated vegetable oils effective January 1st, 2021.
- **Eat foods rich in omega-3 fatty acids.** Omega-3 fatty acids don't affect LDL cholesterol. But they have other heart-healthy benefits, including reducing blood pressure. Foods with omega-3 fatty acids include salmon, mackerel, herring, walnuts, and flaxseeds.
- **Increase soluble fiber.** Soluble fiber can reduce the absorption of cholesterol into your bloodstream. Soluble fiber is found in such foods as oatmeal, kidney beans, Brussels sprouts, apples, and pears.
- **Add whey protein.** Whey protein, which is found in dairy products, may account for many of the health benefits attributed to dairy. Studies have shown that whey protein taken as a supplement lowers both LDL cholesterol and total cholesterol as well as blood pressure.

Observed healthcare awareness and recognized dates provide an opportunity to bring awareness to important and timely causes, engage current and prospective patients, and promote your health system's capabilities and strengths.



Other screenings observed in the month of September to discuss with your patients to ensure they receive their annual screening:

- National Ovarian Cancer Awareness Month
- National Prostate Cancer Awareness Month
- Thyroid Cancer Awareness Month
- World Alzheimer's Month

## Annual Quality Improvement Program

As a Medicare Advantage plan, Clover is required by CMS to have a quality improvement (QI) program. The goal of the quality improvement program is to outline how Clover effects sustained improvement in patient health outcomes. For example, we use Medicare Parts C and D performance data sources, including Healthcare Effectiveness Data and Information Set (HEDIS), Health Outcomes Survey (HOS), and Consumer Assessment of Healthcare Providers and Systems (CAHPS). With this data, Clover creates thoughtful interventions to improve our members' health outcomes and their experience with Clover and the healthcare system. The structure and content is guided by MMCM Chapter 5 – Quality Assessment.

All Medicare Advantage (MA) organizations are required to have a quality improvement (QI) program as described in the federal regulations at 42 CFR 422.152, "Quality improvement program." The requirements for the Prescription Drug Plan (PDP) quality assurance program are described at 42 CFR 423.153(c).

This is for Informational purposes only; no further action is required of providers.

## Clover Market Expansion for 2021!

Clover's 2021 expansion, pending CMS approval, increases our coverage to 108 counties in 8 states. The planned expansion will bring coverage to a total of 74 additional counties, with 69 of those additional counties in Clover's existing markets of Arizona, Georgia, New Jersey, Pennsylvania, South Carolina, Tennessee, and Texas, as well as 5 counties in Mississippi—a new market for the company.

The expansion increases Clover's market opportunity to nearly 5 million Medicare eligibles. The expansion comes on the heels of Clover's most significant year of customer growth to date. In 2019, Clover membership grew by 37 percent and was recognized by Deft Research as the fastest-growing Medicare Advantage plan with over 50,000 members.

Read the full press release at: [cloverhealth.com/en/about-us/press/clover-health-triples-geographic-footprint](https://cloverhealth.com/en/about-us/press/clover-health-triples-geographic-footprint)



On August 18th, Clover published an updated COVID-19 Telehealth Policy. For up-to-date information on this policy and all things COVID-19, please visit [cloverhealth.com/providers](https://cloverhealth.com/providers). Information can also be found on NaviNet at [navinet.navimedix.com](https://navinet.navimedix.com).