



Health Tip

June is Alzheimer's and Brain Awareness Month

Alzheimer's & Brain Awareness Month is an opportunity to hold a conversation about the brain and share with your patients the fact that Alzheimer's disease and other dementias are a major public health issue.

According to the Alzheimer's Association, Alzheimer's disease accounts for 60 to 80% of dementia cases (alz.org/alzheimers_disease_what_is_alzheimers.asp). Most people with the disease get a diagnosis after age 65.

Alzheimer's is a fatal disease that kills nerve cells and tissue in the brain, affecting an individual's ability to remember, think, and plan. Ultimately, those with the disease will lose their ability to communicate, recognize family and friends, and care for themselves.

Developing evidence indicates that people can reduce their risk of cognitive decline by adopting key lifestyle habits to keep their brain active and healthy.

These 6 simple habits can help maintain a healthy brain and reduce the risk of cognitive decline:

- **Quit smoking.** Smoking increases risk of cognitive decline. Quitting smoking can reduce risk to levels comparable to those who have not smoked.
- **Sweat it out.** Engage in regular cardiovascular exercise that elevates heart rate and increases blood flow. Studies have found that physical activity reduces risk of cognitive decline.
- **Challenge your mind.** Put a puzzle together. Play games of strategy, like bridge or crossword puzzles.
- **Take care of your mental health.** Developing studies link depression with cognitive decline. Patients with depression, anxiety, or stress should seek treatment to prevent cognitive decline.
- **Get some rest.** A good night's rest is important. Not getting enough sleep may result in problems with memory and thinking.
- **Eat right.** Eating a balanced diet that is higher in vegetables and fruit can help reduce the risk of cognitive decline. According to the Alzheimer's Association, some of the fruits that pack the most punch are blueberries, blackberries, strawberries, raspberries, plums, oranges, red grapes, and cherries.

For more information about Alzheimer's disease, please visit the Alzheimer's Association website at alz.org.

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Clover Health's Payer ID

On November 12th, 2019, Clover Health transitioned to a new claims platform. At the time of this platform change, we updated our Payer ID number. **Clover Health is no longer utilizing Payer ID #77023. Our current Payer ID is #13285.** This was previously communicated to providers at the time of our platform change.

If you have not already converted to the updated 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 September 30th, 2021.

Providers are highly encouraged to submit claims electronically. In the event that you need to submit a paper claim, please mail to:

Clover Health
P.O. Box 981704
El Paso, TX 79998-1637

If you have additional questions regarding how to update the Payer ID within your practice management system, please contact your clearinghouse.

Any additional questions regarding the claim platform change can be directed to our Provider Services hotline at **1-877-853-8019**, 8 am–5:30 pm EST, Monday–Friday.



Home Health Update

In 2021, Clover Health adopted the updated CMS Home Health (HHAs) reimbursement methodology. In order to ensure your claims are processed timely and accurately, please note the following:

1. Providers are still required to submit a Request for Anticipated Payment (RAP) claim.
2. HHAs will be allowed to submit a RAP for both the first and second 30-day periods of care (for a 60-day certification) simultaneously.
3. RAP claim submissions are to be within 5 calendar days from the start of care date.
4. Clover will continue to accept generic HIPPS code 1AA11, for both the RAP and Final claim submissions, billed with REV 0023.
5. RAP payments will be paid at \$0.

For more information please see cms.gov/files/document/MM11855.pdf.



COVID-19 Vaccine Updates

For up-to-date information on COVID-19 and available vaccines, please visit cloverhealth.com/providers/provider-covid-updates.



Change Healthcare (EFT & ERA Enrollment)

Not enrolled in EFT? If you're looking to receive payments within a quicker time frame, we encourage you to enroll in electronic funds transfer (EFT). Some benefits of enrolling in EFT:

- Easy enrollment with quicker automatic payments
- Safe and secure (Checks continue to be the dominant payment form targeted by fraudsters. Replacing all checks with healthcare EFTs helps to combat fraud.)
- Typical enrollment completed within 15 business days

Please note that once you are enrolled in EFT, in order to obtain paper copies of EOPs you will need to request the EOP through the Payment Manager portal. Access can be requested after setup for EFT at cda.changehealthcare.com. Once EFT is set up, there is a paper mailing cutoff of 31 days. Thereafter, you will no longer automatically receive documents in the mail.

For ERA files, providers must be enrolled with Change Healthcare. You can submit an enrollment form yourself or instruct your billing vendor to use the self-service enrollment portal.

For more information or to enroll for EFT, EOPs, and ERAs, please visit: support.changehealthcare.com/customer-resources/enrollment-services or call Change Healthcare at 1-866-506-2830.



Med Adherence

Medication adherence and access to prescriptions is another concern for the population we serve, especially during COVID-19. To ensure that our members can adhere to their medication regimen, we continue to encourage you to consider updating the member's prescriptions to 100-day supplies and mail order. This will provide sufficient access to prescriptions and minimize the risk of any adverse effects.



CAHPS/HEDIS: Patient Experience Best Practices

We know that patient satisfaction is important and has many extra benefits, such as compliance, retention, and improved health outcomes. We know you work hard to provide the best care possible for your patients, and that includes great patient interactions and experiences. Clover is here to partner with you. By working together, we can ensure that your patient's experience (and perceptions) surpass their expectations.

As your partner, we would like to offer you some resources to help improve your patient's experience with their care, if you are looking for some quick wins with big impact.

Thank you for everything you do, day in and out, to provide high quality care for your patients—our members.

Doctor-Patient Conversations

Improve patient satisfaction by actively listening.

Patient Benefit	Quick Tips	Related Survey Question
Ensure your patients feel respected.	Address patients appropriately. (Ask their preference, and when you aren't sure, err on the side of formality and use Mr., Ms., Dr., or Reverend.) Listen patiently and express understanding. (Check for understanding to make sure you got it right!) At end of visit, ask if all questions and concerns have been addressed.	My personal doctor showed respect for what I had to say.
Show patients their concerns are heard.	Look at patients while they share concerns Ask questions to ensure understanding and show concern.	My personal doctor listened carefully to me.
Show doctor engagement, instilling confidence and adherence to their treatment plan.	Ask questions about past care, including results and treatment.	In the last six months, did a doctor or other health provider talk to you about prescription medicine?
Help your patients feel involved and prepared, increasing adherence to the medication plan.	Review current medication list, including patient concerns, side effects, barriers, etc. Ensure the patient understands the schedule and encourage adherence. (If appropriate, offer mail order and/or 100-day script to make it easier for them to stick to their plan.)	In the last six months, did a doctor or other health provider talk to you about prescription medicine?
Help improve your patient's overall well-being in asking clinical indicator questions to instill trust.	Ask all patients, regardless of their recent fall history, if they are having difficulty with balance. Ask all patients if they are having issues with urine leakage. (Patients can be very hesitant to bring up this very sensitive and private topic.) Talk to all patients about their current exercise routine. Use the wording "start, increase, or maintain exercise level" to help with patient recall. (Clover offers Silver Sneakers to all members as part of their benefits. The program offers activities for everyone's level—even meditation.)	Did your doctor talk to you about falling or difficulty with balance and walking? Did your doctor discuss bladder control or issues with urine leakage? Did your doctor advise you to start, increase or maintain your exercise level?

Getting Care

Improve patient experience by helping with provider access.

Patient Benefit	Quick Tips	Related Survey Question
Help your patients feel their time and satisfaction is valued.	Have staff engage your patients in visit-related activities, such as weight, blood pressure, and health issues (builds rapport with patients and enables you to spend more quality time with them). Offer an apology and a brief explanation for any provider delay and provide updates.	I saw the person I came to see (provider) within 15 minutes of my appointment time. (Wait time includes time spent in the waiting room and exam room.)
Show patients you're their advocate and are there for them—build trust.	Suggest more than one specialist. (Options allow patients to choose the provider they feel most comfortable with.) Call the specialist to coordinate the soonest appointment date. (This is often one of the most frustrating occurrences for a member and they can get lost in the cracks, especially with limited english proficiency.) Discuss and plan for possible appointment delays. Let the member know about the referral process or that a certain specialist may take longer to see.	I got an appointment to see a specialist as soon as I needed.
Provide better access to care when needed.	Consider offering early morning walk-ins, evening appointments, and/or weekend appointments.	I got an appointment to see my PCP as soon as I needed.

Learn more. For more information about how our Clinical Quality Programs team can help support your practice and patients who are Clover plan members, please contact Provider Services at 1-877-853-8019. Thank you!



Clover Health Partners Selected to Participate in New CMS Initiative

Global and Professional Direct Contracting Model Launched!

On April 1st, 2021, CMS launched the Global and Professional Direct Contracting (GPDC) Model. This new model is aimed at preserving or enhancing quality of care for Medicare fee-for-service (FFS) beneficiaries.

Clover Health Partners, a Clover Health subsidiary, is 1 of only 31 Standard Direct Contracting Entities approved in the program for the 2021 Performance Year.

About Clover Health Partners

As a CMS Direct Contracting model participant, Clover Health Partners (CHP) collaborates with primary care providers to achieve CMS goals to drive broader delivery system reform, reduce expenditures, and preserve or enhance quality of care for beneficiaries in Medicare FFS. For the initial launch, CHP is working closely with over 2,000 Direct Contracting Participant and Preferred Providers in AZ, GA, KS, NJ, NY, PA, TX, and VT.

Clover Health Partners Is Different

Unlike other traditional Medicare shared savings programs, CHP offers a simple Medicare reimbursement model focused on patient care with no downside risk. The cornerstone of CHP's Direct Contracting includes the engagement of Clover's one-of-a-kind clinical decision support tool, the Clover Assistant. Participant Providers receive 100% of their Medicare FFS reimbursement plus incremental payments when submitting Clover Assistant Visits. These payments are equivalent to an increase of approximately 40% in reimbursement for E&M and Wellness visits for aligned Medicare FFS patients.

Direct Contracting: An Opportunity for You and Your Medicare Fee-for-Service Patients

Interested in Learning More?

If you would like to discuss your participation in the 2022 Performance Year of the Direct Contracting Model, please contact us right away.

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The Clover Assistant

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

The 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. The Clover Assistant delivers fast, up-to-date, actionable information based on each patient's specific circumstance, clinical data, medications, gaps, diagnoses, and more. It empowers you to provide better personalized care and outcomes.

Some of the benefits of using the Clover Assistant:

- You'll be highlighted as a preferred provider in the Clover Health provider directory.
- You'll have a dedicated account manager to help support you as you learn the tool.
- The Clover Assistant is a free, web-based application, so there is nothing to download.
- The Clover Assistant aggregates and analyzes your patient's information across the healthcare ecosystem, even data from other providers you may not see otherwise.
- Clover typically pays double the Medicare rate for PCP E&M codes for providers who access and use the Clover Assistant.
- Payment for a Clover Assistant Visit is typically received within 5-7 business days.

Interested in learning more about the Clover Assistant and additional programs? Please see our brief video "Get to Know the Clover Assistant by Clover Health" at cloverhealth.com/providers/provider-tools. 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.



Retro Review Policy

As a reminder, requests for an organization determination from the Utilization Management team after care or services have been provided may result in a dismissal for untimely notification. Prior authorization review cannot be completed for a service that has already been provided to a member. For complete details, please refer to policy #UM-022, available at cloverhealth.com/providers/provider-tools/provider-support/provider-clover-policies.



New Appeal Form

You can now submit your claims dispute or appeal on the same form. Clover Health has combined these two forms into one. You can find our new Claims Appeal and Dispute Form on our website by visiting cloverhealth.com/providers/provider-tools/provider-forms.



Provider Data

Our Provider Data email has changed. Clover Health is no longer using providers-data@cloverhealth.com. To contact our provider data team, please use our updated email address: providers@cloverhealth.com.