

# Clover Health

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INDICIA

MAIL PANEL  
NO PRINT AREA



## LiveHealthy Visit 2023

On January 1, 2023, Clover launched our new LiveHealthy Rewards program. This program allows members to earn reward dollars to spend on items like groceries. They earn rewards as they complete health-related activities.

One way that members can earn rewards is through a LiveHealthy Visit. A LiveHealthy Visit is an annual health screening with a Clover Assistant empowered provider. Members earn \$150 for completing this visit (limit one \$150 reward).

- This is a one-time visit with any Clover Assistant empowered provider, including our Clover Care Visit team.
- Clover Assistant could fit seamlessly into your workflow. Ask us how to get started.

Members can also earn up to \$60 in reward dollars for getting certain vaccines.

- Members earn \$30 for a flu vaccine and \$30 for a COVID vaccine or booster.

For more information on the new LiveHealthy Rewards program and a full list of rewards and benefits please sign in to the NaviNet portal at <https://identity.navinet.net>. There you will find more information on the LiveHealthy Rewards program.

### Not a Clover Assistant Empowered Provider?

Interested in learning more about Clover Assistant and additional programs? Please visit [cloverhealth.com/contract](https://cloverhealth.com/contract). Participation in the Clover Assistant program is subject to the terms of a Provider Services Agreement.



## 2023 Open Enrollment Period

Each year, there's a Medicare Advantage Open Enrollment Period from **January 1 to March 31**. During this time, if a member is enrolled in a Medicare Advantage plan and wants to change their health plan, they can switch to a different Medicare Advantage plan.

For more information on Clover plans visit [cloverhealth.com/plans](https://cloverhealth.com/plans) or call **1-800-836-6890 (TTY 711)**.



### Part D Prescription Opioid Safety Edits

Clover Health's drug management program consists of several pharmacy-based edits to assist in addressing safety concerns regarding opioid prescriptions. This aligns with CMS Medicare Part D Opioid Overutilization Policy.

A summary of opioid safety edits can be found at [cloverhealth.com/qa-dm](https://cloverhealth.com/qa-dm).

We ask that you respond promptly to pharmacy requests for additional information related to opioid safety alerts. Please ensure your on-call staff is aware and responds with a sense of urgency to pharmacy outreach. This will avoid delays in needed drug therapy.

The drug management program and point-of-sale edits are not intended as prescribing limits. Patients who are residents of long-term care facilities or who are receiving hospice, palliative, or end-of-life care; being treated for active cancer-related pain; or have sickle cell disease are exempt from these edits. Member access to medication-assisted treatment (MAT), such as buprenorphine, should not be impacted.

More information can be found at [cms.gov/files/document/medicare-part-d-opioid-policies-information-prescribers-december-19-2022.pdf](https://cms.gov/files/document/medicare-part-d-opioid-policies-information-prescribers-december-19-2022.pdf).

# Care Connection Clover Health

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Happy 2023!

We're looking forward to an exciting year for Clover Health members. Clover has launched a program that rewards members for activities that promote good health, like completing a LiveHealthy Visit, getting certain vaccines, and watching LiveHealthy Learning videos. Members can use their reward dollars for things they need like groceries and more.

All of us at Clover are immensely grateful for our partnership with you and the opportunity to work together this year to improve the lives of the people we serve.

Thank you for all you do.

*John Caralgus*

Director, Network Management and Operations

### INSIDE THIS ISSUE

- ★ LiveHealthy Visit 2023
- ★ 2023 Open Enrollment Period
- ★ Utilization Management Updates for 2023
- ★ 2021 NCQA HEDIS Compliance Audit Seal
- ★ New: Vaccine Resources Online
- ★ Health Tip: Hydration
- ★ Reimbursement Policies

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



## Utilization Management Updates for 2023

### Stay up to date on the latest Utilization Management changes!

Each year Clover's prior authorization list is reviewed and updated on our website in the Prior Authorization Tools section. Providers are encouraged to review prior authorization requirements for each service provided to a Clover member. To verify if a service or drug requires prior authorization, go to [cloverhealth.com/pre-auth-request](https://cloverhealth.com/pre-auth-request).

Check if a pre-authorization request is required 1/5

Is this an Inpatient ER Notice of Admission?

Yes  No

What is the type of service?

Inpatient  Outpatient

What codes are associated with the request?

Can't find a code? [Check our pre-authorization list.](#)

Code or description Units

Type code or description  1

### Step Therapy

All Part B drugs that require step therapy can be found online at [cloverhealth.com/providers/part-b-drug-treatment-policies](https://cloverhealth.com/providers/part-b-drug-treatment-policies).

### Part B Drugs

The following Part B drugs have been added to our prior authorization list. Effective November 17, 2022, these drugs require review through NovoLogix:

- Spevigo
- Xenpozyme
- Zynteglo
- Cimerli
- Releuko

### Outpatient Therapy

Prior authorization requests for outpatient physical therapy, occupational therapy, and speech therapy will be delegated to eviCore for review effective February 1, 2023.

For more information please visit [evicore.com/provider](https://evicore.com/provider).

Authorization requests may be submitted to eviCore:

- Online at [evicore.com/provider](https://evicore.com/provider) (this is the preferred route)
- By phone at **1-800-421-7592**
- By fax at **1-800-540-2406**



### Keeping Provider Data Up to Date

It is important to keep your provider data up to date to ensure accurate claims payment and proper representation in our provider directories.

To submit changes, go to [cloverhealth.com/providers/provider-tools](https://cloverhealth.com/providers/provider-tools), select **Provider Support** and then **Update practice information**.



## 2021 NCQA HEDIS Compliance Audit Seal

Clover was recently congratulated by the National Committee for Quality Assurance (NCQA) for successfully completing the rigorous NCQA-Certified HEDIS® Compliance Audit™ with a 100% score for all contracts. Being awarded this coveted seal by NCQA is validation of Clover's achievement and acknowledgement of its efforts in achieving quality improvement and commitment to a higher level of integrity to HEDIS data for Measurement Year 2021.

NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance (NCQA).



## New: Vaccine Resources Online

There is now a section of our website for providers where we share information on vaccine resources, particularly for homebound patients in states where Clover plans are offered. The goal is to give you information you need while encouraging vaccines for our members. Please visit [cloverhealth.com/providers/flu](https://cloverhealth.com/providers/flu).



### 2023 Provider Resources

The 2023 Provider Manual and 2023 Provider Resource Guide have been available on our website since January 1, 2023. Please be sure to view or download these resources at [cloverhealth.com/providers/resources](https://cloverhealth.com/providers/resources) or find them in the NaviNet portal under Forms & Documents.



## Health Tip: Hydration

A 2019 UCLA School of Nursing study showed that up to 40% of adults over age 65 may be chronically dehydrated.

Health problems related to dehydration include urinary tract infections (UTIs) and pneumonia. Dehydration in the morning can lead to falls. Dehydration can be caused by excessive perspiration, diarrhea, vomiting, fever, frequent urination, consumption of alcohol and other dehydrating beverages and food, and of course, underconsumption of hydrating liquids.

It's especially important for people over 65 to drink water throughout the day and increase fluids when physically active or experiencing illness. They should check their urine, as darker urine can be a sign of dehydration. In your visits with Clover members, we encourage you to review good hydration habits.



## Reimbursement Policies

Clover has updated the Provider Resources section of our website with five new reimbursement policies. Policy updates can be found at [cloverhealth.com/providers/resources](https://cloverhealth.com/providers/resources).

- RP-077 Reduced Services and Discontinued Procedure
- RP-078 Guidelines for Reporting Timed Units for Physical Medicine and Rehabilitation
- RP-079 Vitamin B-12 Injections
- RP-080 Skilled Nursing Facility PDPM Review
- RP-081 Inpatient Psychiatric Pricing



### Telehealth Home Health Services Billing Update

CMS announced 3 new G-codes for HH telecommunications effective January 1, 2023: G0320, G0321, and G0322. For more information, see MLN Matters Number MM12805 at [cms.gov/files/document/mm12805-telehealth-home-health-services-new-g-codes.pdf](https://cms.gov/files/document/mm12805-telehealth-home-health-services-new-g-codes.pdf).



### Clinical Chart Validation Reviews

Clover continues to partner with Cotiviti and Penstock to conduct post-payment clinical chart validation reviews where the provider has been requested to supply medical records. To ensure records are accurately received and tracked, please include a copy of the request letter to the requesting party with each record submitted.