

MAIL PANEL
NO PRINT AREA

Care Connection Clover Health

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As Clover looks to the future, we are excited for what 2023 will bring. We have some exciting plan updates to share in the coming weeks. All of us at Clover deeply appreciate your dedication, and we look forward to continuing to work with you.

Thank you for all you do,

Carl Rathjen

Vice President, Network Management & Operations

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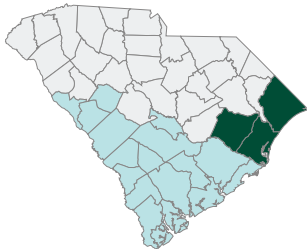
Clover Health Continues to Grow!

As Clover Health lives out its commitment to improving health equity for our underserved seniors, we continue to offer high quality Medicare Advantage plans at a low cost that provides seniors with exceptional value. This commitment can be seen through our continued growth in other markets.

For 2023, Clover is expanding into the Myrtle Beach, South Carolina, and Chattanooga, Tennessee, areas as well as adding five more counties in Georgia.

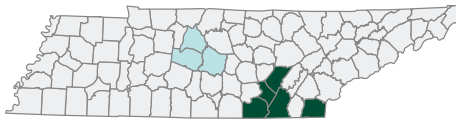
South Carolina

- Current service area (to remain in 2023)
- 2023 expansion counties (3): Georgetown, Horry, and Williamsburg



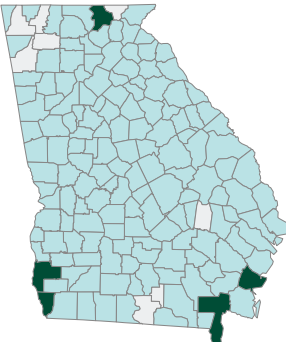
Tennessee

- Current service area (to remain in 2023)
- 2023 expansion counties (5): Bledsoe, Hamilton, Marion, Polk, and Sequatchie



Georgia

- Current service area (to remain in 2023)
- 2023 expansion counties (5): Charleton, Early, Glynn, Seminole, and Union



We look forward to working with all of our new providers to improve the health and lives of our members.



Clover Partners With CVS Caremark's Vaccination Program for 2022–2023 Flu Season

Clover has partnered with CVS Caremark's vaccination program for the 2022-2023 flu season. This partnership makes it easy for our members to get a no cost flu shot at over 67,000 pharmacies. This includes CVS, Walgreens, Walmart, Kroger, Publix, Giant, H-E-B, and many local independent pharmacies as well as their provider's office. Administration fee and or office visit copay may apply.

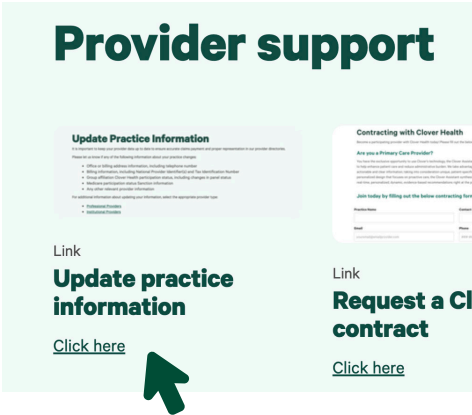


Updating Your Information in the Centers for Medicare & Medicaid Services National Plan and Provider Enumeration System

Keeping Your Clover Information 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.

For more information on how to update your information visit: cloverhealth.com/providers/provider-tools, select Provider Support, and access the Update practice information section.



Updating NPPES

As recommended by CMS, it is important to review, update, and certify your information in the National Plan and Provider Enumeration System (NPPES). Providers are required to keep their NPPES data current, and changes should be made as soon as possible to ensure accurate provider data is displayed. Centers for Medicare & Medicaid Services (CMS) is also encouraging Medicare Advantage Organizations such as Clover to use NPPES as a resource for our online provider directories.

If the NPPES database is kept up to date by providers, Clover can rely on it as a primary data resource for our provider directories and potentially reduce outreach for this information. Clover can download the NPPES database and compare the provider data to the information in our existing provider directory to verify accuracy.

When reviewing your provider data in NPPES, please update any inaccurate information in the modifiable fields, including provider name, mailing address, telephone and fax numbers, and specialty, to name a few. Please include all addresses where you practice and actively see patients. Do not include addresses where you do not actively see patients. Please remove any practice locations that are no longer in use. Once you update your information, confirm it is accurate by certifying it in NPPES. Remember, NPPES has no bearing on billing Medicare Fee-for-Service.

If you have any questions pertaining to NPPES, you may reference NPPES help at nppes.cms.hhs.gov/webhelp/nppeshelp/HOME%20PAGE-SIGN%20IN%20PAGE.html.



Annual Chart Chase: Ciox and Chartfast

To ensure our members’ health conditions are appropriately documented and to improve coordination of care, we perform periodic chart reviews.

Clover Health has partnered with two vendors, Ciox Health and Chartfast, to retrieve medical records on selected patients.

There are two retrieval methods: digital and manual

- Ciox can digitally retrieve charts for providers utilizing vendor EMR systems.
- For providers who are not connected through digital access, a Ciox or Chartfast representative will reach out to schedule retrieval through another method.

Options for retrieval include:

- Remote EMR retrieval (secure remote connection)
- Onsite chart retrieval
- Fax and mail

All records must be signed by the provider and include proper credentials (MD, DO, PA, NP, etc.)

As we begin our annual chart chase, we’d like to thank our providers for their partnership with ensuring our members’ health is accurately and fully documented.



Health Tip: Diabetes Awareness

This fall Clover is highlighting diabetes.

Diabetes puts people at risk for nerve damage, cardiovascular disease, foot and limb injuries, vision problems, and other complications that arise from having uncontrolled blood sugar. Diabetes raises a person’s risk of developing COVID-19 complications.

Clover Health plans cover diabetes screening, including fasting glucose tests if the member has certain risk factors. Based on the results of these tests, members may be eligible for up to two diabetes screenings every 12 months.

Early detection and treatment can decrease the risk of developing complications of diabetes. Members can be at risk for diabetes, and you may be able to help them prevent or delay the onset of diabetes. Most of the things that patients need to do involve having a healthier lifestyle such as losing weight, following a healthy eating plan, getting regular exercise, and quitting smoking.



Prior Authorization List Update

Effective September 2022, Byooviz will require prior authorization. For more information, please review the Lucentis policy available via the NovoLogix portal.



TREND Health Partners

Clover Health works with TREND Health Partners to aid with 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. Their flexible approach allows each provider to establish a tailored process to work one-on-one with their team at no cost to Clover’s provider network.

If you have any questions or would like to work with TREND to assist you with a credit balance or to self-report your own credit balance via TRENDSubmit, please contact Valerie Thompson, Regional Operations Director with TREND Health Partners, at 1-443-689-2705 or vtompson@TRENDHealthPartners.com.



Clover members can join a fitness program membership through our partner, SilverSneakers®. Members can participate in activities, including recreational swimming, aerobics, and individualized fitness programs.



Not Enrolled in Clover Assistant?

Clover Assistant puts relevant information at your fingertips, available right at the point-of-care. Get access to relevant clinical documents like specialist/consultant notes, progress notes, discharge summaries, and more. And now, you’ll also have access to diabetes management medication recommendations.

Some of the benefits of using Clover Assistant:

- You will be highlighted as a preferred provider in the Clover provider directory.
- You will receive a dedicated account manager to help support you as you learn the tool.
- Clover Assistant is a free, web-based application, so there is nothing to download.
- Clover Assistant aggregates and analyzes your patients’ 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 Clover Assistant.
- Payment for Clover Assistant Visits is processed promptly after Visit submission with required information in the Clover Assistant portal. Payment can be received via EFT or paper check.

For more information on becoming a Clover Assistant provider, email us at clover.network@cloverhealth.com to get started or to see a demo.



Home Health Billing

Home health facilities must continue to submit a Notice of Admissions (NOA) within five calendar days from the start of care. Following the submission of the NOA, providers will submit a type of bill (TOB) 329 for the period of care (POC). NOA’s are accepted with the generic FIPPS code with the final claim being submitted with the actual FIPPS code for the member’s care.



Medication Adherence

To ensure that our members can adhere to their medication regimen, we continue to encourage you to consider updating members’ prescriptions to 100-day supplies and mail order as appropriate. Doing so may increase access to prescriptions and minimize the risk of any adverse effects.



Clover’s 2022 Program Audit Results

According to the final report issued by CMS, Clover earned a score of 0 for the 2022 Program Audit! This is the best score that a plan can receive on this audit. The Program Audit includes a review of plan operations, ensuring members get access to care and drugs, and that the plan applies CMS rules and regulations.