



MedStar Select/Medicare Choice Provider Newsletter

MedStar Medicare Choice No Longer Offered in 2019

Effective January 1, 2019, MedStar Family Choice will no longer be offering a Medicare Advantage Product. MedStar Health leadership has made the very difficult decision to exit the Medicare Advantage Plan because of a large imbalance between the premium rates we are paid compared to the costs we incur to provide the benefits covered by MedStar Medicare Choice. Therefore, during the 2019 Open Enrollment Period, MedStar Medicare Choice members must find a new Medicare health plan product or change back to original Medicare.

While MedStar Health will no longer provide a Medicare Advantage health plan option for the Medicare population, MedStar Health remains committed to the communities we serve. Whether it is coordinating the care of our senior population through our Accountable Care Organization or managing the health care services for over 90,000 Maryland Medicaid recipients enrolled in MedStar Family Choice, MedStar Health remains dedicated to our mission of **servicing our patients, those who care for them, and our communities.**



CMS is offering a Special Enrollment Period for all MedStar Medicare Choice members. While the annual Open Enrollment Period runs from October 15th through December 7th, MedStar Medicare Choice members will have a Special Enrollment Period (SEP) extending through February 28, 2019. All members enrolled in a MedStar Medicare Choice Medicare Advantage plan will be able to join another Medicare health plan or switch to Original Medicare during this timeframe. Members who do not select a health plan by December 31st will automatically be enrolled in original Medicare. However, members are still eligible to select a Medicare Advantage plan through February 28th, 2019. It is important that your MedStar Medicare Choice patients make a health plan selection or they will be automatically enrolled in Original Medicare and may not have a prescription drug plan.

If you have further questions, you may contact **Provider Services** at **855-222-1042** or **Provider Relations** at **800-905-1722, option 5**. Members may contact Member Services at the number on the back of their MedStar Medicare Choice ID card.

Continuity of Care

(For members impacted by the MedStar Medicare Choice plan termination)

MedStar Medicare Choice recently announced to both the provider network and current members its plan to exit the Medicare Advantage market effective December 31, 2018. Current members will be seeking a new Medicare health plan product for January 1, 2019, or they will change back to original Medicare coverage. Members will be able to make a plan selection during the 2019 Open Enrollment Period which runs through December 7, 2018, as well as during a Special Election Period (SEP) extending through February 28, 2019.

MedStar Medicare Choice network providers may not be contracted with the member's new health plan. Members may request Transition of Care (TOC) from their new health plan to continue treatment with a MedStar Medicare Choice provider. Therefore, MedStar Medicare Choice providers will need to work closely with the new health plan for any member in active treatment for a chronic or acute medical condition for up to 90 calendar days after the member's effective date with the new plan. Providers will need to cooperate in the transfer of medical records to the health plan as well as providers once the member has transitioned to a participating provider with their new plan. The TOC process managed by the new plan is intended to facilitate members in making a smooth, effective transition to in-network care with their new health plan.

If you have any questions, you may contact Provider Services at **855-222-1042** or Provider Relations at **800-905-1722, option 5**.

Laboratory, Radiology and Dialysis Services

Laboratory services, refer to:

- Any MedStar Health laboratory
- Quest Diagnostics (includes genetic testing)
- LabCorp (includes genetic testing)

Visit **MedStarProviderNetwork.org** for a complete listing of in-network laboratory services and locations.

Radiology services, refer to:

- Any MedStar Health radiology facility
- Any contracted radiology provider

Visit **MedStarProviderNetwork.org** for a complete listing of in-network radiology services and locations.

Dialysis Centers

MedStar Select:

- Davita

Visit **MedStarProviderNetwork.org** for a complete listing of in-network dialysis centers and locations.

In-Network Referrals

All providers are expected to utilize participating providers when making referrals.

Please refer to the online directory at **MedStarProviderNetwork.org** for a list of participating providers, or contract provider services at **855-222-1042** for assistance. Please review the information below on participating providers for lab, radiology, and dialysis services.

Contact Us

We are here to help. Please reference the below list of numbers if you have any questions or concerns.

Member Services

855-242-4872 PHONE

Monday through Friday, 7 a.m. to 7 p.m.

Care Management

888-959-4033 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Medical Management/Prior Authorization

855-242-4875 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Provider Services

(For claims and eligibility inquiries)

855-222-1042 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Provider Relations

(For credentialing/re-credentialing or practice additions/terminations/address changes)

800-905-1722, option 5 PHONE

Monday through Friday, 8:30 a.m. to 5 p.m.

Interactive Voice Recognition

855-275-1251 PHONE

To verify member eligibility, access the provider website at **MedStarProviderNetwork.org** or call Provider Services at **855-222-1042**.

Electronic Authorization Submission

MedStar Select offers providers the functionality to submit prior authorizations electronically by accessing a web-based module of Identifi Practice.

Those who wish to utilize this functionality will have the option to access the module through Provider OnLine with Single Sign On, or directly to Identifi Practice.

To access this functionality, provider must email **mfc-providerrelations2@medstar.net** to request permission and indicate if they are interested in accessing through Provider OnLine or directly into Identifi Practice.

If you are seeking access through the portal, you must first be a registered user with Provider OnLine before the Electronic Authorization Submission functionality can be offered.

If you are not currently registered with Provider OnLine, instructions are located at **MedStarProviderNetwork.org**.

A registered Administrator to Provider OnLine within your practice can also grant access to additional users.



MYHEALTH PROGRAM HIGHLIGHTS

MyHealth Programs: Advising and Transition Care

Each patient has a unique approach to accessing and utilizing healthcare services. In a continued effort to provide you with the tools needed to engage patients in better managing their chronic conditions, MedStar Health offers special programs to MedStar Select members. These programs are to include Care Advising and Transition Care.

If your patient is enrolled in one of our programs and is admitted to a MedStar or non-MedStar facility, we are able to notify you of the admission, send you records and test results, and provide you with the necessary information and tools needed to follow up and provide optimal care for your patient. This ability to share information and eliminate duplication helps us better manage patients with chronic conditions and decrease readmission rates.

MedStar's dedicated care advising and transition care teams help bridge the gaps to improve care coordination. These services help MedStar Select members who need some extra support in managing their health. Whether the patient needs support with a short-term solution, or help with a long-term care plan, Care Advising can offer valuable assistance to your high-risk patients with a chronic special needs plan (CSNP) or dual special needs plan (DSNP).

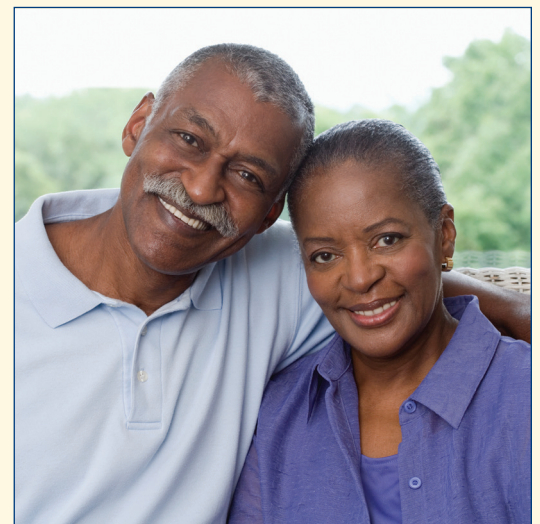
Care Advising

Identified patients engage with a registered nurse care advisor to help them follow their doctor's orders, understand their test results and take their prescribed medication properly. Care advisors can also help set follow-up appointments and coordinate important communication and information between the multiple providers the patient might be seeing.

To ensure continuity of care, each enrolled patient and their primary care physician (PCP) will develop and maintain a relationship with the same care team. Care advisors are also supported by a broader care team, including social workers, pharmacists, and dietitians, all of whom help support and guide the patient through their personal care plan.

Whatever support is needed, you and your patient will have access to services such as nursing, pharmacy, nutrition, dietitians, social workers, and more.

Care Advising services and the ongoing support that Care Advising offers can improve the health of these patients and assist providers in managing their most vulnerable patients. The service also promotes active patient engagement, education, and understanding.



For more information about our Care Advising services, please call **888-959-4033**.

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Transition Care

Transition Care, a hospital transition program, provides members with the necessary tools to get healthy and stay well. Our Transition Care program helps patients decrease their chances of hospital readmission.

While in the hospital, a patient is assigned to a transition coach who will educate them on how to successfully adjust from hospital to home. The patient will leave the hospital with a printed care plan, including medication reminders and a list of follow-up appointments.

In addition to giving the patient the much needed assistance to make a smooth transition from hospital to home, the transition coach and the care advisor will follow up with the patient to ensure medication adherence and confirm travel arrangements for upcoming physician appointments.

If you have a MedStar Select patient who you feel would benefit from Transition Care services, please call **888-959-4033**.

MedStar Select MyHealth Maternity Program

The MedStar Select MyHealth Maternity Program is available to MedStar Select members and their covered dependents. The focus of the Maternity Care program is to promote optimal maternal and neonatal outcomes, including reduction in preterm births and neonatal hospitalizations, by early identification of high risk pregnancies. Optimal maternal and neonatal outcomes are promoted by establishing a collaborative relationship between the maternity health educator, registered nurse care advisor, and the associate or covered dependent, in which the associate or covered dependent is supported and encouraged to adopt a central role in managing their pregnancy and postpartum period. The associate or covered dependent will receive individualized support, education, and guidance throughout their pregnancy and postpartum period.

Program Participation Guidelines:

\$50 into HRA for completing initial assessment

The associate or covered dependent must enroll in the program and complete the initial assessment during the first trimester to qualify.

\$50 into HRA for completing the program, including the postpartum assessment with your MyHealth maternity care advisor

The associate or covered dependent must have enrolled and completed the Initial Assessment during the first trimester to qualify.

\$100 into HRA for delivery at a MedStar Health facility

Enrollment into the program, completion of the initial assessment or postpartum assessment is not required to qualify.

For more information, members can call **888-959-4033** between 8:30 a.m. and 5 p.m. Monday through Friday.

Screening for Hypertension

Hypertension is a recognized global disease and affects patients of every demographic. Therefore, we encourage all practices, regardless of specialty, to check each patient's blood pressure during an office visit with their provider, even if the patient has no prior history of high blood pressure.

Many factors may increase a patient's blood pressure and it is recommended that members with a high blood pressure reading be asked if they are under treatment for hypertension. If they are not, the patient should be encouraged to schedule an appointment with his or her primary care provider to screen for potential disease.

Providers performing blood pressure checks on each patient at every office visit ensures that diseases, like hypertension, do not pass undetected and improves the chances for successful treatment. Together, the medical community can reduce the growing effects of hypertension on the patient population.

For questions or concerns regarding this communication, please contact Provider Relations at **mfc-providerrelations2@medstar.net** or **800-905-1722, option 5**.

Outpatient Rehabilitation Services

Outpatient rehabilitation services, including medically necessary physical therapy, occupational therapy and speech therapy, are covered benefits for MedStar Medicare Choice and MedStar Select plans. These services are provided in various outpatient settings, such as hospital outpatient departments and Comprehensive Outpatient Rehabilitation Facilities (CORFs). Refer to the Summary of Benefits posted at **MedStarProviderNetwork.org** to determine the applicable copay or coinsurance, which does vary based on plan, as well as any coverage restrictions. A listing of all participating providers is also available at this website.



Medically necessary chiropractic services are also covered under MedStar Medicare Choice and MedStar Select; however, coverage restrictions do apply. In addition to the Summary of Benefits, please refer to the policies posted on **MedStarProviderNetwork.org** (PA.059 and MP.111), which provide coverage and billing guidelines. Prior authorization is required for members under the age of 13. MedStar Select offers a 30-visit limit on these services.

MedStar Select Pharmacy Benefits

MedStar Select members are covered under a prescription benefit plan administered by Evolent and CVS/Caremark. As a way to help manage healthcare costs, authorize generic substitution whenever possible. Consider prescribing a brand name on the preferred drug list at **MedStarProviderNetwork.org** if you believe a brand name product is necessary.

Please note:

- Generics should be considered the first line of prescribing.
- The drug list represents a summary of prescription coverage; it is not inclusive and does not guarantee coverage.
- The member's prescription benefit plan may have different copay for specific products on the list.
- Unless specifically indicated, drug list products will include all dosage forms.
- Log in to Caremark.com to check coverage and copay information for a specific medicine.
- For drugs covered under the medical benefit that require prior authorization, please refer to **855-266-0712**. An example would be drugs administered in the office would be covered under the medical benefit. Patients are not picking up the prescription at the pharmacy. Please reference the prior authorization list on **MedStarProviderNetwork.org**.

Where can MedStar Select Members get their Vaccines?

Any in-network pharmacy can administer and bill for BOTH the cost of the drug and the administration of the drug through the member's pharmacy benefit. Some vaccines can also be administered in the provider office. Please visit MedStarProviderNetwork.org for a listing of covered vaccines and where they can be administered. The following seasonal and nonseasonal vaccines are available to MedStar Select members at no additional cost at any participating in-network pharmacy.

Seasonal Vaccines:

- Injectable Flu vaccine (Trivalent and Quadrivalent)
- Injectable High-Dose vaccine
- Intranasal Flu vaccine

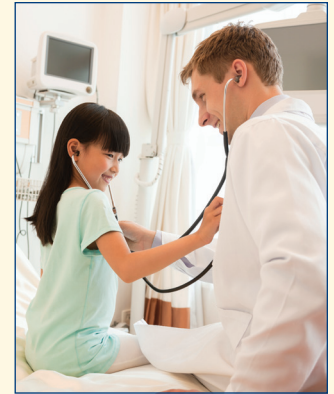
Nonseasonal Vaccines:

- Pneumonia
- Diptheria
- Zoster (Zostavax®)
- Tetanus
- Diptheria Toxoids
- Pertussis
- Hepatitis A
- Hepatitis B
- Haemophilus B
- Human Papillomavirus (Gardasil®)
- Meningococcal
- Varicella
- Inactivated Poliovirus
- Measles
- Mumps
- Rubella
- Rotavirus
- Meningococcal
- Varicella

Find a Provider in our Online Directory

Finding a participating MedStar Select provider couldn't be easier! Visit **MedStarProviderNetwork.org** to look up participating PCPs and specialists by logging on to visiting our online provider directory.

Providers can be found by completing one or more of the search fields to get updated information instantly. If your office does not have access to the web, please contact Provider Relations at **800-905-1722, option 5.**



Membership Cards

Each MedStar Select member receives an identification card, which can be used only by the person listed on the card. Use of a member's card by another person is insurance fraud and is grounds for the member's termination from the health plan.

Possession of a member ID card does not guarantee eligibility. Providers must request any and all insurance cards from the member before performing services.

Providers should verify eligibility by going online at **MedStarProviderNetwork.org** or by calling Provider Services at **855-222-1042.**



Providers Participating in MedStar Select Plan

Please check **MedStarProviderNetwork.org** to confirm your office information is displaying correctly on the searchable online directory. If there have been any changes or you become aware of an error, please contact Provider Relations at **mfc-providerrelations2@medstar.net** or **800-905-1722, option 5** to resolve. Help us to ensure that MedStar Select has the most accurate and up to date information!



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MedStarProviderNetwork.com

The MedStar Select and MedStar Medicare Choice provider newsletter is a publication of MedStar Health.

Submit new items for the next issue to **mfc-providerrelations2@medstar.net.**

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MedStar Franklin Square Medical Center
MedStar Georgetown University Hospital
MedStar Good Samaritan Hospital
MedStar Harbor Hospital
MedStar Montgomery Medical Center
MedStar National Rehabilitation Network
MedStar Southern Maryland Hospital Center
MedStar St. Mary's Hospital
MedStar Union Memorial Hospital
MedStar Washington Hospital Center
MedStar Family Choice
MedStar Medical Group
MedStar PromptCare
MedStar Visiting Nurse Association
MedStar Institute for Innovation
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