



# El Paso Health<sup>+</sup>

## Advantage Dual SNP

---

2021 Medicare Advantage Dual Special Needs Plan (D-SNP)  
& Model of Care (MOC) Overview



# Agenda

---

- [Medicare Advantage Program](#) – Viridiana Rodriguez
- [MOC: Training Plan Content D-SNP Model of Care](#) – Dolores Herrada
- [MOC: Description of Overall SNP Population](#) – Dolores Herrada
- [MOC: Care Coordination](#) – Dolores Herrada
- [MOC: Provider Network](#) – Stacy Arrieta
- [MOC: Quality Improvement](#) – Don Gillis
- [El Paso Health Dual SNP Prescription Drug Coverage](#) – Perla Saucedo
- [El Paso Health Advantage Dual SNP Covered Services](#) – Viridiana Rodriguez
- [El Paso Health Dual SNP Claim Process](#) – Adriana Villagrana
- [El Paso Health Dual SNP Important Information](#) – Stacy Arrieta

# Medicare Advantage Program

Viridiana Rodriguez - Medicare Manager



# Mission & Vision

---

## Our Mission

To **build relationships** with our Members, Providers, and Partners that strengthen the delivery of healthcare in our community and **promotes access to quality healthcare** for children, families, and individuals.



## Our Vision

We will be the region's **trusted** community health plan.



# Part C Medicare Advantage

---

Medicare Advantage Plans are a type of Medicare health plan offered by a private company that contracts with Medicare to provide Part A and Part B benefits.

- MA plans provide statutory and supplemental benefits
- MA plans must meet CMS standards for provider networks, quality programs, appeal processes, other key functions
- CMS sets capitation payment rates by county using federal formula
- Plan capitation payments are risk-adjusted to reflect beneficiary health status and demographics
- In 2003, Congress passed the Medicare Modernization Act (MMA). It enabled insurance companies to create, market and sell a different kind of Medicare Advantage plan known as Special Needs Plans (SNP). These plans are intended to provide targeted care to individuals with special needs.

# El Paso Health Advantage Dual SNP

---

Dual Special Needs Plans (D-SNP); For members who are eligible for Medicare and Medicaid

Dual Eligible are:

- Beneficiaries that meet eligibility requirements for both Medicare and Medicaid and are enrolled in both programs
- More vulnerable subgroup of Medicare beneficiaries
- Mix of over 65 and under 65 who qualified based on a disability
- Typically more costly based on health care needs
- Tend to have lower income and report lower health status than other beneficiaries



# Eligibility for Enrollment in El Paso Health Advantage Dual SNP (HMO D-SNP)

---

- Live in plan's **service area**
- Entitled to **Medicare Part A**
- Enrolled in **Medicare Part B**
- Can be diagnosed with **End Stage Renal Disease (ESRD)** at time of enrollment
- Entitled to QMB or QMB+



# Characteristics of a Dual Special Needs Plan

---

- Model of Care - specific goals and objectives for the SNP population including conducting the Health Risk Assessments (HRA) and working with an Interdisciplinary Care Team (ICT) who is tasked with coordinating delivery of services and benefits to members. The team consults with the member to develop a comprehensive individualized care plan that addresses that person's specific needs.
- State SNP Agreements - Affordable Care Act (ACA) 2010, a.k.a. health reform law, required DSNP to have contracts with state Medicaid agencies. Those Agreements dictate the categories of dual eligible that can enroll in the DSNP and as well as any additional requirements such as reporting or coverage of Medicaid benefits and Medicare cost sharing responsibility.



# Coordination

---

**Coordination**-the process by which we help coordinate care for the member between their Medicare and Medicaid benefits.

- Beneficiaries have no responsibility for Medicare cost sharing for any medical services based on their level of Medicaid and will receive Extra Help for Part D Prescription Drugs.
- Medicare cost sharing applied to a claim is covered under the member's Medicaid coverage which can be any of the following:
  - ✓ The plan under an agreement with the state
  - ✓ Another Medicaid MCO
  - ✓ Fee-for-Service Medicaid



# Coordination is Essential

---

**When Dual Eligible need care or access to benefits, it is everyone's responsibility to help and coordinate that care?**

- Where do they go for that care?
- What services are covered under the Medicare and Medicaid plans?
- How do Medicare and Medicaid work together?

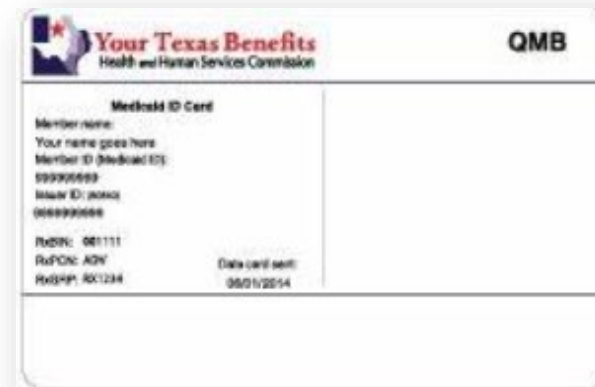


# Coordinating Care

**Dual Members** should show **BOTH** (El Paso Health Advantage Dual SNP (HMO D-SNP) Plan ID and Medicaid) cards to all providers to assist with billing and service issues.

This will reduce the error of balance billing.

**NOTE:** Most states require a provider to have a Medicaid ID number to receive payment from the state.



# Questions?



# Training Plan Content

## D-SNP Model of Care

Dolores Herrada, RN, BSN, CCM – Director of Health Services



# Introduction

---

- The Centers for Medicare & Medicaid Services (CMS) requires all contracted medical providers and staff receive basic training about the Dual Special Needs Plans (DSNPs) Model of Care (MOC).
- The DSNPs Model of Care is the plan for delivering coordinated care and care management to special needs members.
- This course will describe how El Paso Health and our contracted providers can work together to successfully deliver the DSNPs Model of Care.





# Learning Objectives

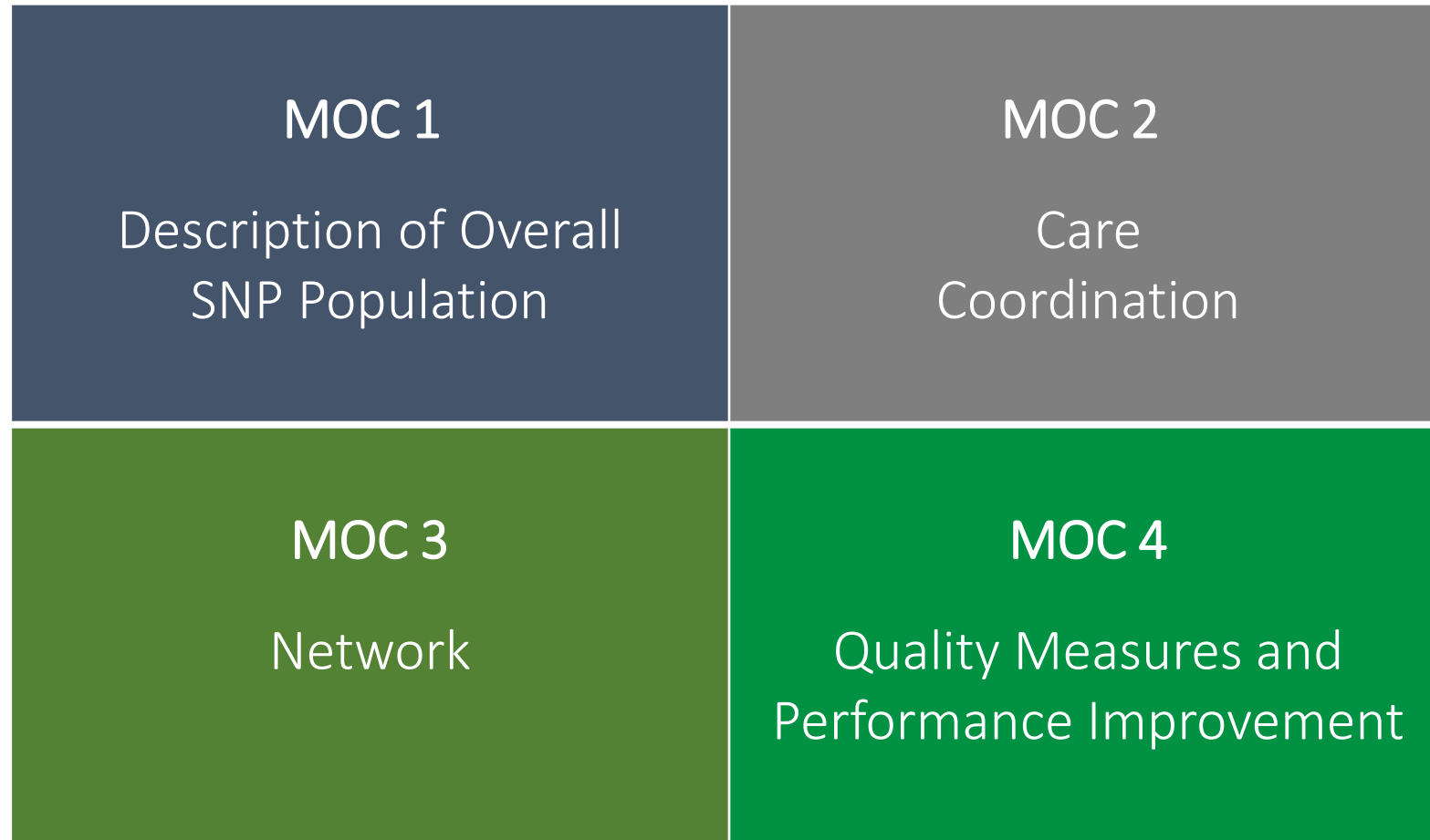
---

- EPH contracted providers who directly or indirectly affect Care Coordination services for DSNP Members are required to complete DSNP MOC training
- Program participants will be able to:
  - List the three overall goals of the D-SNP Model of Care
  - Describe the three vulnerable subpopulations
  - Understand the purpose of the Health Risk Assessment
  - Understand the key components of the Individualized Care Plan and how it impacts Care Coordination
  - Understand the purpose of the Interdisciplinary Care Team and how it impacts Care Coordination
  - Name two principles important to improve transitions of care
  - Identify three Performance indicators being measured to evaluate the Model of Care



# Model of Care Elements

---





# MOC 1: Description of the Overall D-SNP Population

---

- **D-SNP Background:** A general description of D-SNP and its Membership
- **Goals of Special Needs Plans:** Describes goals to improve access, Care Coordination and outcomes
- **SNP Population:** Outlines the basic qualification requirements and the three most vulnerable groups of Members
- **Benefits to Meet Specialized Needs:** Describes health plan benefits to meet the needs of the vulnerable subpopulations
- **D-SNP Member Diversity:** Identifies cultural make-up of the population
- **Language/Communication Resources:** Identifies resources to assist Members with language and communication needs
- **Communication Systems:** Identifies ways in which communication takes place

# MOC 2-Care Coordination

---

- **Case Management:** Description of how Care Coordination takes place and the roles of the Case Manager
- **Health Risk Assessments (HRA):** Description of how, when, and why the HRA is completed
- **Individualized Care Plan (ICP):** Description of how, when, and why the ICP is completed
- **Interdisciplinary Care Team (ICT):** Describes team Member selection, role, and how information is shared
- **Care Transitions Protocol:** Describes the process for managing transitions, how requirements are met, and information is shared



# MOC 3 Provider Network

---

- **Specialized Provider Network:** Description of the Provider Network composition and how interactions occur
- **Clinical Practice Guidelines:** Description of Clinical Practice Guidelines appropriate to vulnerable subpopulations
- **Model of Care Training:** Outlined the methods, timelines, content, and attestation of completion



# MOC 4 Quality Improvement

---

- Measureable Goals: Identifies D-SNP goals, how performance is evaluated and communicated to stakeholders
  - EPH D-SNP Goals and impact on vulnerable subpopulations
  - Evaluation of performance
  - Communication of results



# MOC 1

## Description of Overall SNP Population

Dolores Herrada, RN, BSN, CCM – Director of Health Services





# MOC 1: Description of Overall SNP Population

## SNP Plan Overview

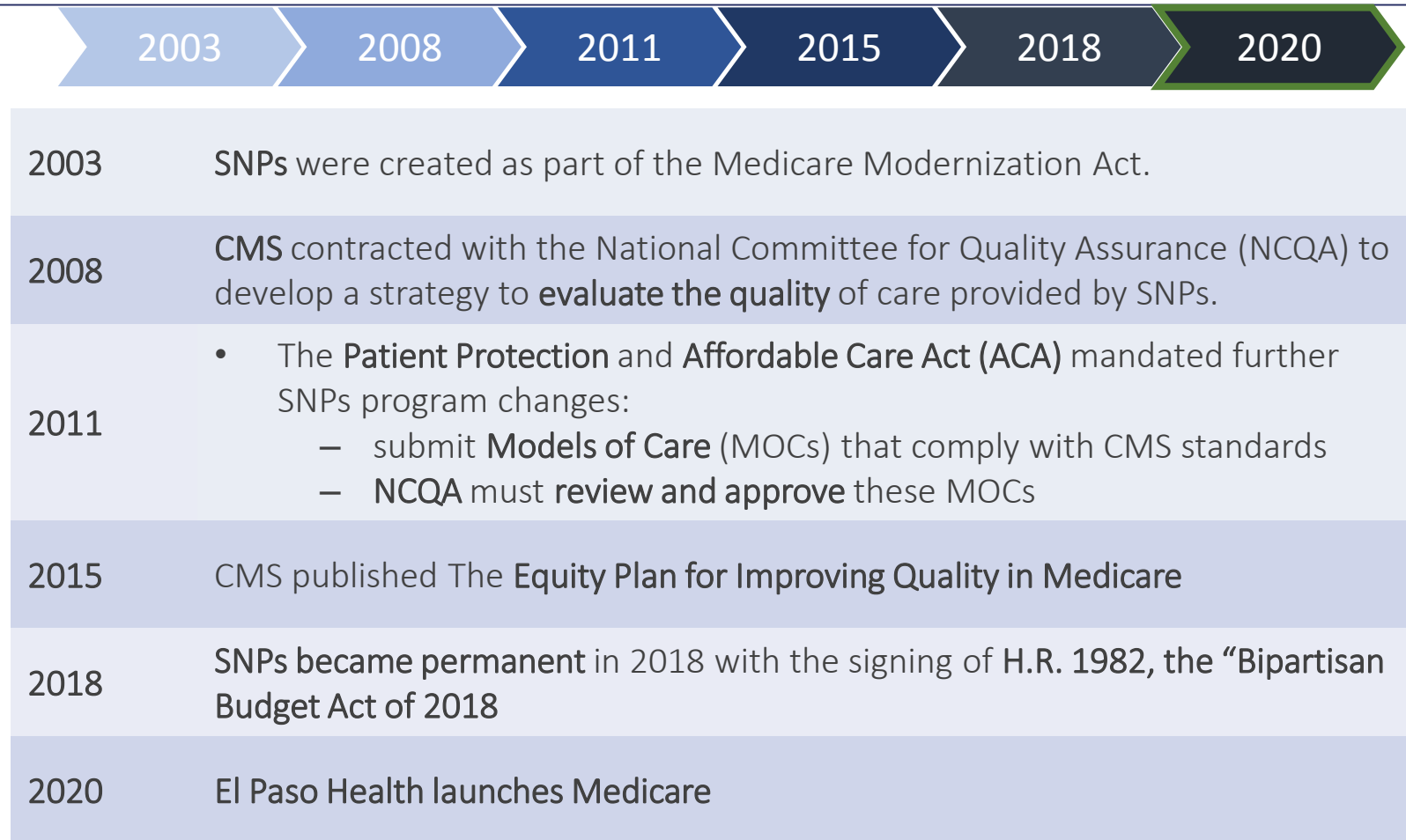
---

- A special needs plan (SNP) is a Medicare Advantage (MA) coordinated care plan specifically designed to provide targeted care and limit enrollment to special needs individuals.
- **Dual Eligible Special Needs Plans (DSNPs)** enroll individuals who are entitled to both Medicare (title XVIII) and medical assistance from a state plan under Medicaid (title XIX). States cover some Medicare costs, depending on the state and the individual's eligibility.



# MOC 1: Description of Overall SNP Population

## D-SNP Background



# MOC 1: Description of Overall SNP Population

## Dual Special Needs Plans Eligibility & Features

### Eligible members:

- Reside within the program's service area  
El Paso and Hudspeth Counties
- Meet dual eligibility status requirements  
QMB and QMB+
- Benefit plans are **custom designed** to meet the needs of the target population

### Primary coverage for dual eligible members:

- Medicare is always primary
- Medicaid is the payer of last resort and supplements Medicare coverage
- Members are eligible for special election period to change health plans quarterly throughout the year



# MOC 1: Description of Overall SNP Population

## QMB and QMB+ Medicaid Eligibility Categories

- EPH's D-SNP is open to beneficiaries in QMB and QMB+ Medicaid eligibility categories*

| Medicaid Eligibility Category                                    | Description   |
|--|---|
| Qualified Medicare Beneficiary without other Medicaid (QMB only) | An individual entitled to Medicare Part A, with an income of 100% Federal poverty level (FPL) or less and resources that do not exceed twice the limit for Supplementary Social Security Income (SSI) eligibility, and who is not otherwise eligible for full Medicaid benefits through the State. Medicaid pays their Medicare Part A premiums, if any, Medicare Part B premiums, and Medicare deductibles and coinsurance for Medicare services provided by Medicare providers to the extent consistent with the Medicaid State Plan. |
| QMB+   | An individual who meets the standards for QMB eligibility, and who also meets the criteria for full Medicaid benefits. Medicaid pays their Medicare Part A premiums, if any, Medicare Part B premiums, Medicare deductibles and coinsurance, and provides full Medicaid benefits to the extent consistent with the State Plan. These individuals often qualify for full Medicaid benefits by meeting Medically Needy standards, or by spending down excess income to the Medically needy level.   |

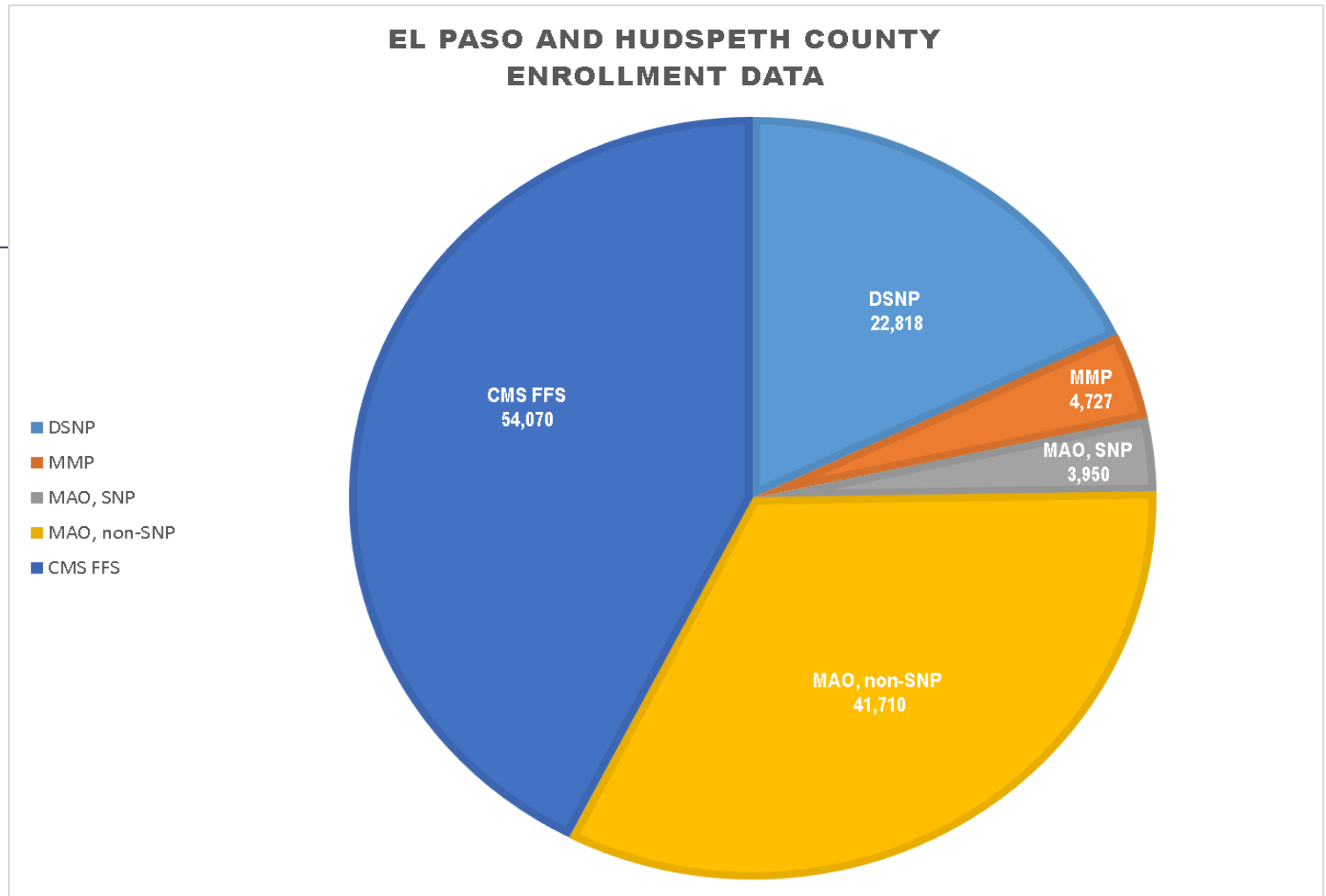
# MOC 1: Description of Overall SNP Population

## Goals of Special Needs Plans

| Goal One   | Goal Two  | Goal Three  |
|--|---|---|
| <p data-bbox="631 472 792 568">Improve Access</p> <ul data-bbox="479 644 879 853" style="list-style-type: none"><li data-bbox="479 644 879 853">• To safer, higher quality, equitable, and affordable healthcare</li></ul> <p data-bbox="596 1153 825 1196"><i>(CMAG 2012)</i></p> | <p data-bbox="1103 472 1442 568">Provide Seamless Care Coordination</p> <ul data-bbox="1039 644 1480 1082" style="list-style-type: none"><li data-bbox="1039 644 1480 1082">• ensure that the patient's need and preferences for health services and information sharing across people, functions, and sites are met over time</li></ul> <p data-bbox="1174 1153 1370 1196"><i>(NQF 2006)</i></p> | <p data-bbox="1740 472 1926 568">Improve Outcomes</p> <ul data-bbox="1600 644 2000 1025" style="list-style-type: none"><li data-bbox="1600 644 2000 915">• Social, Behavioral and Medical outcomes for vulnerable populations</li><li data-bbox="1600 986 1977 1025">• HEDIS measures</li></ul> |

# MOC 1: Description of Overall SNP Population

## Overall Population



|                          | <u>El Paso County</u> | <u>Hudspeth County</u> |
|--------------------------|-----------------------|------------------------|
| Total Population         | 827,398               | 4053                   |
| Medicare Pop. (May 2017) | 20,077                | 142                    |
| Spanish Spoken at Home   | 71.0%                 | 77.7%                  |
| Population Aged 65+      | 15%                   | 10.5%                  |

# MOC 1: Description of Overall SNP Population

## Vulnerable Subpopulations

---

- **Diagnosis of Diabetes**
- **Diagnosis of Alzheimer's Disease or other dementia; Indication of forgetfulness**
- **And age of 80 years or older who live in the community and have three or more chronic illnesses (Frail Individuals)**



# MOC 1: Description of Overall SNP Population

## Language and Communication Resources

---

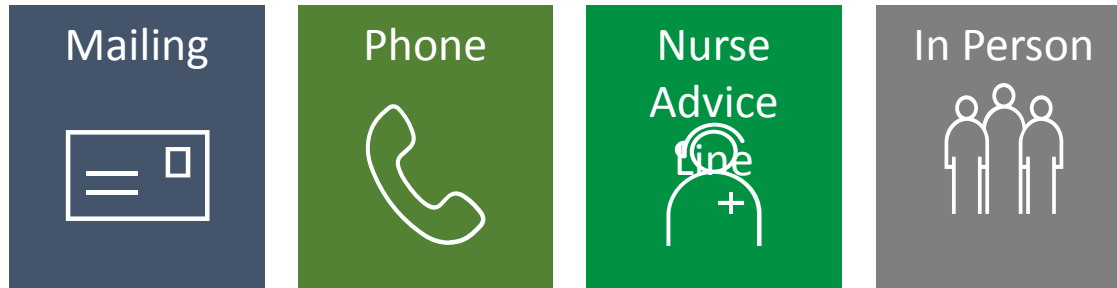
- In 2015, EPH adopted National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care standards to ensure that all Members entering the health care system receive equitable and effective treatment.
  - Identifies resources to assist Members with language and communication needs
- Language and Cultural
  - EPH Member Services Representatives, Outreach Associates, and Case Managers and after hours Nurse line are bilingual in English and Spanish or arrange Interpretation Services for other languages. EPH staff participate in cultural competency training as well as live locally, among DSNP members
- Literacy and Impairment (hearing, vision, self-care, and independent living difficulties)
  - Materials provided in preferred language and form (e.g., larger print, Braille, and versions in other languages)
  - Sign language interpretation, or Telecommunications Device for the Deaf (TDD) access.

# MOC 1: Description of Overall SNP Population

## Language and Communication Systems

---

- Ways in which communication takes place



- Multiple systems to implement the D-SNP Care Coordination requirements

- Customer Service Hotline
- Member Portal, website
- Provider Portal
- Internal database of Community Resources
- Electronic Management Information System – case management documentation system
- Member and Provider Communications such as member and provider newsletters and educational outreach

# MOC 2

## Care Coordination

Dolores Herrada, RN, BSN, CCM – Director of Health Services





# MOC 2: Care Coordination

## Case Management

---

Description of how Care Coordination takes place and the roles of the Case Manager

- **Member centric, evidence based Care Coordination** is provided through an integrated staff structure in which the Dual Special Needs Plan (DSNP) **Members' health care needs are met and health services are delivered in the preferred setting.**
- EPH administrative and clinical staff roles support Care Coordination to **maximize the use of effective, efficient, safe and high-quality Member services** provided by network Providers as well as Community Partners.
- Case Managers core functions **promote the highest level of physical, psychological, and social functioning possible** for Members and their families.





# MOC 2: Care Coordination

## Health Risk Assessment

---

The Health Risk Assessment Tool (HRAT) is a series of questions designed to best identify a Member's state of health, risk for exacerbation of acute or chronic conditions, functional decline, and social issues likely to impact the Member's ability to achieve personal health and well-being goals.

### **Purpose:**

- Assess the medical, functional, cognitive, psychosocial and mental health needs of each SNP beneficiary.
- Contributes to development of the ICP
- Supports ICT composition and activities



# MOC 2: Care Coordination

## Health Risk Assessment

---

### Process:

- EPH employs a collaborative team approach to ensure completion of the HRAT. Member Services and Health Services work together to perform outreach, generate mailings, and coordinate with Providers to facilitate Member engagement.
- HRAT mailing
- Member Services Outreach
- Case Manager Outreach

Each DSNP Member will have an HRAT and ICP completed initially within 90 days of enrollment effective date and within 365 days of the last HRAT.



# MOC 2: Care Coordination

## Health Risk Assessment Continued

---

Additional assessments will be conducted as indicated

- Diagnoses of Diabetes,
- Diagnosis of Alzheimer's Disease or other dementia; Indication of forgetfulness
- Age of 80 years or older who live in the community and have three or more chronic illnesses (Frail Individuals)

Quality Improvement supports Health Services in the review and analysis of HRAT results through tracking vulnerable subpopulation indicators through other sources to stratify Members as high or medium risk, dependent upon the condition that caused the following:

- Potentially Preventable Admissions;
- Potentially Preventable Emergency Department Visits;
- Potentially Preventable Readmissions;
- Comprehensive Diabetes Control;
- And Immunizations Adherence
- Members with no indication of the above will be deemed low risk

# MOC 2: Care Coordination

## Individualized Care Plan

---

Each D-SNP Member will have an Individualized Care Plan completed initially and updated at least annually, or with a change in health care needs, per CMS regulations.

### Purpose:

- Identify gaps in care, at risk areas, knowledge deficits, and self-management issues.
- Develop individualized, member centric opportunities and associated goal with correlating health care professional interventions

### Process:

- Identify opportunities based on HRAT
- Member prioritizes individualized goals
- Linguistic and cultural preferences are included
- Updated as changes occur



# MOC 2: Care Coordination

## Individualized Care Plan Continued

---

The ICP will be individualized based on the initial HRAT results, the Case Manager assessment, the Member's medical history, health care, cultural and linguistic preferences, pharmacy utilization, and input from all active Members of the ICT.

### MOC requirements:

- Each D-SNP Member will receive an Individualized Care Plan within 30 days of completion of the HRAT. The ICP is shared in the manner that the Member has requested.
- When the Member cannot be reached, or opts-out of service coordination,
  - EPH uses available clinical data to develop an ICP
  - includes a wellness and self-management plan
  - The ICP is mailed to the address of record accompanied by a letter with request for a call to Member Services to complete the HRAT and participate in development of the ICP.



# MOC 2: Care Coordination

## The key components of the ICP

---

- The ICP includes the following essential elements:
  - HRAT Results;
  - Case Manager disease specific assessment (asthma, diabetes, depression, etc.);
  - Gaps in care;
  - Opportunities which are defined as a need to improve health outcomes;
  - Identification of goals met and not met, including self-management goals;
  - Interventions, including a description of services tailored to meet the Member's needs;
  - Actions;
  - Progress toward goals, interventions, and actions;
  - If goals are not met, the CM staff, in coordination with the ICT, will reassess the current ICP and determine appropriate alternative actions
  - Outcomes;
  - Barriers to care;
  - Author of elements or Staff responsible for that portion of the ICP;
  - Member's personal health care preferences;
  - And identification of caregiver and caregiver contact information.

# MOC 2: Care Coordination

## Interdisciplinary Care Team

---

Team Member selection, role, and how information is shared

**Purpose:** The Interdisciplinary Care Team (ICT) is a group of health care professionals from diverse fields who work together consistently toward a common goal for the Member, to improve care.

Composition of the Interdisciplinary Care Team:

- Core team: Member or representative, Primary Care Provider (PCP) or designee, and Case Manager.
- Expanded ICT: Core team and others to address specific needs at a point in time.
  - Caregiver, Member Services Representative, Medical Director, Specialists, Clinical Supervisor, Pharmacy Technician, Pharmacist, Utilization Review Nurse Coordinator, and partners such as a Case Manager with the Local Mental Health Authority.
  - Any person/Provider who has an impact on the health and wellbeing of the Member.



# MOC 2: Care Coordination

## Interdisciplinary Care Team Continued

---

### Roles:

- Member and/or caregiver: identify and prioritize goals, indicates cultural, linguistic and other preferences
- Case Manager: primary contact for ICT members, schedules, leads and documents findings of ICT case conference, shares updates to ICP
- PCP: provides insight on primary care and treatment, makes recommendations
- Expanded ICT members: provide insight on specialty care and treatment, make recommendations

### Communication Plan:

- The Case Manager acts as the single point of contact for members of the ICT
- A meeting summary of each case review by the ICT is documented in the Member's record
- The updated ICP is shared with members of the ICT





# MOC 2: Care Coordination

## Interdisciplinary Care Team Continued

---

### MOC requirements:

- All DSNP members are assigned an ICT
- Special accommodations will be made for Members with hearing or visual impairments, language and literacy barriers, and cognitive deficiencies.
- Case review meetings will occur weekly
- **Each Member will be reviewed no less than annually**
- Criteria for review includes
  - Unplanned hospitalized for anticipated length of stay of 7-10 days
  - All cause readmission
  - Risk of admission
  - Pharmacotherapy non-adherence
  - Inadequate progress toward goals
  - Member, Caregiver or ICT Member Request
  - And other as approved by Director of Health Services



# MOC 2: Care Coordination

## Care Transitions Protocol

---

EPH engages the DNSP Member, caregiver and ICT in planning and preparation for a transition, works actively to coordinate the transition, and ensures follow-up through support provided by appropriate Care Coordination personnel.

Identification and Management of transitions across health care settings:

- Communication of a facility admission or discharge is conveyed to the PCP, the Case Manager, and other Members of the ICT within one business day of notification by prior authorization, concurrent review, facility notification or census reports
  - Case management team initiates member education at the onset of a transition
  - UM team initiates discussion with facility case management team
  - UM team enters authorizations which alert EPH case manager
  - UM team and EPH case manager collaborate on discharge plan
  - EPH case manager completes Transition of Care 2 Assessment within 7 days of discharge
  - ICT is convened
  - ICP is updated and shared with ICT
- Communication Plan
  - To maintain continuity of care, the existing ICP is shared with the Provider or facility within five business days of notification of transition.
  - In planned transition, the ICP will be shared before the transition occurs.
  - ICP is shared with ICT as updates occur



# Contact Information

---

**Dolores Herrada, RN, BSN, CCM**

Director of Health Services

Phone Number: 915-298-7198 ext. 1007



# MOC 3 Provider Network

Stacy Arrieta – Provider Relations Coordinator



# MOC 3: Provider Network

## Training Plan Content Final MF

---

El Paso Health maintains a specialized provider network that is designed to provide access to medical, behavioral and psycho-social services for the dual population.

El Paso Health provider partners are an invaluable part of the interdisciplinary care team. Our D-SNP Model of Care offers an opportunity for us to work together for the benefit of our members by enhancing communication, focusing on each individual member's special needs and delivering care management programs to assist with the patient's medical and non-medical needs.

The provider role

- Communicate with D-SNP care managers, ICT members and caregivers
- Collaborate with our organization on the ICP
- Participate in the ICT
- Complete MOC training upon onboarding and again annually.



# Questions?



# MOC 4

## Quality Improvement

Don Gillis – Director of Quality Improvement



# MOC 4: Quality Improvement

## Goals

---

- Measureable Goals: Identifies D-SNP goals, how performance is evaluated, and communicated to stakeholders
  - EPH utilizes a wide array of data sources, performance and outcome measures to analyze, evaluate, and report on MOC implementation and effectiveness
    - medical and pharmacy utilization reports
    - call center utilization reports
    - complaints and appeal reports
    - network adequacy reports
    - quality of life indicators
    - clinical health outcome metrics (HEDIS)
    - Member satisfaction survey results
    - internal MOC implementation audit tool
    - CAHPS survey





# MOC 4: Quality Improvement

## Goals Continued

---

EPH D-SNP Goals and impact on vulnerable subpopulations

- Health outcome measures specific to the identified vulnerable populations will be monitored regularly and assessed annually
- All Vulnerable D-SNP Populations
  - Potentially Preventable Admissions, ED Visits and Re-admissions
- Diabetes Population
  - Comprehensive Diabetes Control



# MOC 4: Quality Improvement

## Goals Continued

---

- Alzheimer's Disease and other Dementias Population
  - Inappropriate use of antipsychotic medications for Members with Alzheimer's and other dementia-related conditions (Potentially Harmful Drug-Disease Interactions in the Elderly)
  - Hospitalization following discharge from a skilled nursing facility
  - Rate of individuals who move to a long term facility
- Frail Population - 80 years or older who live in the community and have three or more chronic illnesses
  - Flu Shot Rate
  - Incidence of Osteoporosis
  - Pneumonia Vaccine
  - Hospitalization following discharge from a skilled nursing facility
  - Rate of individuals who move to a long term facility



# MOC 4: Quality Improvement

## Evaluation of Performance and Communication of Results

---

### Performance indicators tracked quarterly through the MOC audit tool:

- Percent of associates who directly or indirectly affect care coordination services who receive DNSP Model of Care training annually
- Percent of network providers who receive initial DNSP MOC training within 30 days of inclusion in EPH Network
- Percent of network providers who receive DNSP MOC training annually
- Percent of DNSP members who complete initial HRAT within 90 days of enrollment
- Percent of DNSP members who complete HRAT annually
- Percent of DNSP members who receive an ICP within 30 days of completing HRAT
- Percent of admissions or discharges that are communicated to the ICT within 1 business day of notification
- Percent of transitions of care where Member's ICP is shared with provider or facility within 5 business days of notification

Communication of results: If goals are not met the PDSA method is applied to determine the root cause of the deficiency. The Medical Director, Director of Health Services, and/or Providers are notified about deficiencies. Interventions are put in place. The results are reported to the OIC, QIC and applicable departments and the BOD in quarterly and/or ad hoc reports.

# DSNP Model of Care Attestation

---

- Please ensure to submit the signed attestation form to verify the training was completed.
- Attestation for group the form should be completed by the authorized individual on behalf of the group and must include an attendance log.
- Please submit your signed attestation at the end of the training.

For questions, please contact our Provider Relations Department for assistance via email [ProviderRelationsDG@elpasohealth.com](mailto:ProviderRelationsDG@elpasohealth.com) or call us at call 1-833-742-3125



# Contact Information

---

**Don Gillis**

Director of Quality Improvement

Phone Number: 915-298-7198 ext. 1231



# El Paso Health Dual SNP Prescription Drug Coverage

Perla Saucedo – Pharmacy Technician



# Prescription Coverage

---

El Paso Health Advantage Dual SNP includes coverage of Part D Prescription Drugs.

- D-SNP Members will never pay more than the filed benefit, state coverage or actual cost of the drug.
- Prior Authorization, Step Therapy or Part B vs. Part D Determinations may apply; see formulary for covered prescriptions under our plan.



# Prescription Coverage Continued

- The below cost-share amounts are our Member's responsibility for prescription drugs.

| Benefit Category              | Retail   | Mail Order   |
|-------------------------------|--|--|
| <b>Tier 1 Generic Drugs</b>   | 30 Day Supply<br>\$0, \$1.30 or \$3.60 co-pay; or 15% of total | 90 Day Supply<br>\$0, \$1.30 or \$3.60 co-pay; or 15% of total |
| <b>Tier 1 all other drugs</b> | 30 Day Supply<br>\$0, \$3.90 or \$8.95 co-pay; or 15% of total | 90 Day Supply<br>\$0, \$3.90 or \$8.95 co-pay; or 15% of total |

Mail Order: Kroger

Retail: All other network retail pharmacies

Specialty drugs are limited to a 30-day supply.



# Contact Information

---

**Perla Saucedo**

Pharmacy Technician

Phone Number: 915-298-7198 ext. 1035



# El Paso Health Advantage Dual SNP Covered Services

Viridiana Rodriguez - Medicare Manager



# Covered Services

---

El Paso Health Advantage Dual SNP (HMO D-SNP) covers services covered by Original Medicare and additional services. We also cover Part B drugs such as chemotherapy and some drugs administered by a provider and supplemental benefits. Supplemental benefits are not covered by original Medicare but covered by El Paso Health.



# Supplemental Benefits:

---



- 24-Hour Nurse Line – Access to a 24-hour, seven days a week bilingual (English/Spanish) medical advice line staffed by nurses and pharmacists. Assistance provided in multiple languages.



- Transportation Service – 96 one-way non-emergent medical visit transportation services every year.



- Dental - \$3,000 allowance for the year. Allowance can be used for dental checkups, x-rays, routine cleaning, fillings, extractions, dentures and so much more.



- PERS Device – One personal emergency response system device (includes monthly fee for those who qualify).



- Vision - \$300 allowance for the year, eyeglasses and/or contact lenses.



- Hearing - \$2,000 allowance a year for hearing aids every two (2) years.

# Supplemental Benefits:



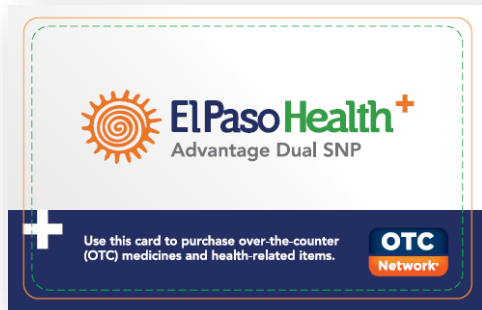
- Home-Delivered Meals – Up to 12 healthy meals delivered to a Member's home after being discharged from a hospital or nursing facility.



- Podiatry – Six (6) visits annually for routine podiatry care.



- Over-the-counter - \$250 each quarter for covered over the counter purchases such as toothbrushes, bandages, vitamins, grab bars, etc. Catalog Service is available and card can be used at the following retail stores:



# New Supplemental Benefits

---



Adult Day Care Services – Qualified Members are eligible for up to 3 days of adult daycare services per quarter.



Support for Caregivers – Caregivers of qualified members are eligible to receive up to 8 hours of caretaker support per quarter.



# Reward and Incentive Program



Members are eligible to receive a \$25 Gift Card as a thank you from El Paso Health for completing each of the following Preventative Screenings:

- Completion of HRA (Health Risk Assessment)
- Flu Shot
- Pneumonia Vaccine
- Prostate Cancer Screening
- Breast Cancer Screening
- Annual Wellness Exam



# Supplemental Vendors

---

- Dental – Liberty Dental
- Vision – Envolve Vision
- OTC – InComm
- Transportation – Project Amistad (48hour notice)
- Home Delivered Meals – Mom's Meals





# Contact Information

---

**Viridiana Rodriguez**

Medicare Manager

Phone Number: 915-298-7198 ext. 1079



# El Paso Health Dual SNP Claim Process

Adriana Villagrana – Claims Manager



# D-SNP Claims Processing

---

D-SNP members are protected by Texas (State plan) and federal (Social Security act) regulations from balance billing, providers cannot balance bill and must accept the Medicare & Medicaid (if applicable) payments as payment in full.



# Important Information on Claims Processing

---

- Claims are processed in accordance to the benefits filed within those plans and are subject to Medicare cost sharing. Refer to your Medicare Advantage Agreement
- Coverage of Medicare Cost Share will depend on the services performed and Medicaid allowed amounts (Lesser of Logic or COB requirements for the state may be used)
- **Federal rules dictate that Medicaid is the payer of last resort**
- You must be contracted for Medicare with us as well as Medicaid in order to receive payments for cost sharing or Medicaid only services.

If you are not a provider contracted with Medicaid, please direct members to providers who do accept Medicaid covered services.

# Contact Information

---

**Adriana Villagrana, CCS-P**

Claims Manager

Phone Number: 915-298-7198 ext. 1097

**Patricia Diaz**

Director of Claims

Phone Number: 915-298-7198 ext. 1171



# El Paso Health Dual SNP Important Information

Stacy Arrieta – Provider Relations Coordinator



# Provider Attestation for Model of Care

---

Please ensure you have signed and returned the El Paso Health Advantage D-SNP Annual Model of Care Training Attestation.



# Important Information:

|   |   |
|---|---|
| <b>D-SNP Provider &amp; Member Service</b><br><br>Mailing Address: P.O. Box 971100<br>El Paso, TX 79997 | 1-833-742-3125 TTY Users, 711<br><br>Fax: 915-532-2286          |
| <b>Electronic Claims</b>  | Availity Payer ID: EPF07  |
| <b>Paper Claims</b>   | El Paso Health Medicare<br>P.O. Box 971100<br>El Paso, TX 79997 |
| <b>Eligibility &amp; Prior Authorization</b>  | 1-833-742-3125 TTY Users, 711                                   |
| <b>Complains &amp; Appeals Department</b><br><br>Mailing Address: P.O. Box 971100<br>El Paso, TX 79997  | 1-833-742-3125 TTY Users, 711<br><br>Fax: 915-298-7872          |





# Important Information Continued:

|   |  |
|---|--|
| <b>Health Service Department</b><br><br>Mailing Address: P.O. Box 971100<br>El Paso, TX 79997             | 1-833-742-3125 TTY Users, 711<br><br>Fax: 1-844-298-5278 |
| <b>Appeals for Part D Prescription Drugs</b><br><br>Mailing Address: P.O. Box 971100<br>El Paso, TX 79997 | 1-833-742-3125 TTY Users, 711<br><br>Fax: 1-844-268-9791 |
| <b>Part C Payment Requests</b><br><br>Mailing Address: P.O. Box 971100<br>El Paso, TX 79997               | 1-833-742-3125 TTY Users, 711<br><br>Fax: 1-844-268-9791 |
| <b>Part D Payment Request</b><br><br>Mailing Address: P.O. Box 971100<br>El Paso, TX 79997                | 1-833-742-3125 TTY Users, 711<br><br>Fax: 1-844-268-9791 |



# Helpful References

---

- El Paso Health Advantage Dual SNP website [www.ephmedicare.com](http://www.ephmedicare.com)
- Provider Portal <http://ephmedicare.com/providers/>
- Medicare Managed Care Manual (Chapter 16-B: Special Needs Plans) <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/mc86c16b.pdf>
- Formulary website <http://ephmedicare.com/pharmacy-drugs/available-drug-lists/>

El Paso Health Advantage Dual is a Medicare Advantage HMO D-SNP and Prescription Drug Plan with a Medicare contract. Enrollment in El Paso Health Advantage Dual (HMO D-SNP) depends on contract renewal.

# Contact Information

---

**Stacy Arrieta**

Provider Relations Coordinator

Phone Number: 915-298-7198 ext. 1059





833-742-3125 | [www.ephmedicare.com](http://www.ephmedicare.com)