



OUR SEPTEMBER NEWSLETTER

ST. VINCENT IPA

Fall Edition | September 2021

Important Message - Updating Provider Information

It is important for us to keep our provider network information up to date. Up to date provider information allows us to accurately generate provider directories, process claims and communicate with our network of providers. Providers must notify us in writing at least 30 days in advance when possible of changes, such as:

- Change in practice ownership or Federal Tax ID number
- Practice name change
- A change in practice address, phone, or fax numbers
- Change in practice office hours
- New office site location
- **Primary Care Providers Only:** If your practice is open or closed to new patients
- When a provider joins or leaves the practice



Changes should be submitted on the Provider Change Information Form.

Annual Wellness Exams

Members are more likely to schedule a wellness visit if their physician recommends it, but that won't happen without staff support. It's important to schedule all your senior members to come in and complete their annual wellness to close any HEDIS preventative quality measures. **All completed annual wellness visit forms are eligible for an incentive payment.**

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CMS Star Metrics

As you know, CMS uses a five-star quality system to measure the experiences Medicare members have with their health plans. Plans are rated using a scale of 1 to 10.

Below are some tips designed to help you promote and recognize your practice for demonstrating an increase in performance measures every year:

- Encourage patients to get preventive screenings
- Create office procedures to identify and intervene with patients who have not completed annual exams and screenings at the time of appointment
- Communicate clearly and thoroughly with patients—be sure to frequently ask “Do you have any questions?” and clarify any additional information needed. Submit complete and correct claims with appropriate codes
- Incorporate Medicare Health Outcomes Survey (HOS) questions into each visit
- Review the Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for you and your practice

Upcoming Annual Election Period (AEP)

Please remember that Medicare (AEP) Annual Election Period is coming up October 15th and runs through December 7th. This is a time when your members are able to review the new 2022 plans and if needed, make changes starting January 1, 2022.

We're available to help members and their families with all of their health insurance needs and questions. Please call Seyi Awosanya, Marketing Manager at (562) 860-8771, ext. 164 for more information.

**Thank you
for your dedication to excellence.**