

Network News Brief

A publication for **AvMed**
Providers and Staff

**Immunizations and
Vaccinations**

**Diabetes Prevention
Program**

**3 Things Patients Can
Do to Prevent Falls**



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For complete details on all the current news you need to know and to download forms, please visit our website at [AvMed.org](https://www.avmed.org).

Submit New Claims:

P.O. Box 569000
Miami, FL 33256

Claims Correspondence, Reviews, and Appeals:

P.O. Box 569004
Miami, FL 33256
Fax: **1-800-452-3847**

OUR COMMITMENT TO YOU

It’s hard to believe we’re already halfway through the year! Before you know it, the kids will be back in school, and we’ll all be gathering for the holidays.

Inside, you’ll find important information about immunizations, encouraging your patients to schedule an annual wellness visit, plus a diabetes prevention program.

We are also pleased to announce our new Provider partner Health Network One (HN1). They will manage outpatient physical, occupational, and speech therapy and ophthalmology services for AvMed Medicare Members.

In this issue of the **NewsBrief** we’ve provided a removable insert to keep for your convenience: AvMed’s Quality Compliance Reference.

Also, if you have not already done so, please check out our new Provider portal and learn how to register at [AvMed.org](https://www.avmed.org).

As always, should you have any questions, please call AvMed’s Provider Service Center at 1-800-452-8633 or email us at Providers@AvMed.org.

Be well.

Sincerely,



Frank Izquierdo
Senior Vice President
Provider Solutions &
Strategic Alliances
AvMed

CARE OPPORTUNITY CORNER



Immunizations and Vaccinations

Routine vaccinations are an essential preventive care service for children, adolescents, and adults (including pregnant women). That means it's time to encourage your patients to make sure vaccination records are up to date.

Due to pandemic-related reductions in people accessing vaccination services, it's important to assess vaccination status to avoid missed opportunities and ensure timely vaccine catch-up. All vaccines due or overdue should be administered according to the recommended Center for Disease and Prevention immunization schedules.

Vaccinations prevent illnesses that lead to unnecessary medical visits and hospitalization. Communicating the importance of vaccinations to patients and parents/caregivers as well as the safety protocols and procedures outlined in this guidance can help provide reassurance to those who may otherwise be hesitant to present for vaccination visits. Back to school physical visits and annual wellness visits are ideal times to review vaccination histories and close the gaps.



Please visit <https://www.cdc.gov/vaccines/schedules/index.html> for the recommended timeline of all immunizations.

Encourage Your Patients to Schedule a Wellness Visit

AvMed is guided by our mission to help our Members live healthier. This mission is at the center of everything we do. It includes educating and reminding Members to take a proactive role in monitoring and maintaining their health and well-being through annual wellness visits with our network of primary care physicians.

We are currently reaching out to Members to remind them to schedule appointments with Providers. Understanding that a multi-pronged approach will lead to greater action, we are asking for our primary care physician's help in this effort as well. Members hearing from their doctor creates another familiar reminder and assists in caring for preventable medical conditions and issues.

Working in partnership to care for our Members allows us to maintain our rating with Medicare and provides you the opportunity to assist in the promotion of better population health. Thank you for your support and continued partnership in helping our Members live healthier.



Please encourage your patients to learn more at www.AvMed.org/articles/annual-wellnaess-visit/.

MEET OUR NEW MEDICARE PROVIDER PARTNER

We are pleased to share with you that **Health Network One** (HN1) is managing outpatient physical, occupational, and speech therapy and ophthalmology services for AvMed Medicare Advantage Members as of July 1, 2022.


HN1 maintains contracts with a large network of physical, occupational, and speech therapists and ophthalmologists and retinal specialists in Miami-Dade and Broward counties, making it easy for our Members to get the specialized care they need. HN1 has provided specialty network services to Florida health plans for nearly 20 years.

AvMed Members receiving PT/OT/ST and ophthalmology services were contacted with more information about HN1 prior to the transition. Providers are receiving information about sending therapy and ophthalmology referrals to HN1. HN1 shares



our commitment to providing patients with the highest level of medical care and we are looking forward to a healthy collaboration.

Please note that AvMed will continue to process claims for services provided to our Medicare Advantage Members with a date of service prior to July 1, 2022.


 If you wish to participate with HN1 to continue treating AvMed Medicare Advantage Members, please contact Marjorie Auguste at augustem@healthnetworkone.com or **800-329-1152** Ext. 4536 to discuss this opportunity.

Quest Diagnostics – AvMed’s Lab Partner

AvMed is contracted with Quest Diagnostics for routine outpatient lab services. Your patients should be referred to Quest, or have their lab specimens sent to Quest. Otherwise, they may be subject to an unanticipated out of pocket expense.

Quest also has Insure FIT (Fecal Immunochemical Test) home test kits available in the Quantum Lab Services Manager or your EMR- test code 11290 should be used. Quest kits are available to AvMed Members without a prior authorization.

Requests for genetic testing and Cologuard colon cancer testing are becoming more frequent, as new tests reach the market and as Members and physicians adopt these tests. Genetic tests and the Cologuard test may be covered but require a prior authorization.

 MyQuest. **QuestDiagnostics.com** is a secure tool that makes it easy for your patients to get test results, schedule appointments, track their health history and more, all in one place.

A Diabetes Prevention Program for AvMed Members



Your AvMed patients at risk for developing type 2 diabetes have access to the National Diabetes Prevention Program (NDPP) or Medicare Diabetes Prevention Programs (MDPP). All AvMed Medicare, Small Group, including Greater Health Trust, and Office of Personnel Management Members who are at risk for developing type 2 diabetes may be referred to a program.

DPP has been proven by the National Institute of Health in a randomized

controlled trial* to greatly reduce the progression of prediabetes to type 2 diabetes. Services are delivered by trained lifestyle coaches and organizations recognized by the Centers for Disease Control and Prevention (CDC).

Criteria for eligibility are:

- At least 18 years old and
- BMI ≥ 25 ; ≥ 23 if Asian
- Blood screening (optional, if available):
 - Hemoglobin A1C: 5.7%–6.4%, or
 - Fasting Plasma Glucose: 100–125 mg/dL, or
 - Oral Glucose Tolerance Test: 140–199 mg/dL
- Exclusions: no previous diagnosis of end-stage renal disease, type 1 or type 2 diabetes; not pregnant (previous gestational diabetes is not an exclusion)

* <https://www.cdc.gov/diabetes/prevention/prediabetes-type2/preventing.html>



Refer qualified patients through our program partner, Solera Health, by visiting [Solera4Me.com/AvMed](https://www.solera4me.com/AvMed) or by phone at 888-913-4564 (TY 711), Monday through Friday from 9 am to 9 pm EST.

New Cultural Competency Training Available!

AvMed is aware of the importance of having culturally and linguistically appropriate services available to our Members. To better serve our Members, a link has been placed on the AvMed Provider portal that allows Practitioners access to training on culturally competent care, sponsored by the Office of Minority Health. This is a free online training in which you can attain CME/CE credits by completing all courses and scoring a minimum of 70% on your post test. We hope you will take advantage of this resource as it contains valuable information on improving the quality of healthcare services provided to our Members. It is not necessary to report the course completion to AvMed.



Follow this link to the training on the AvMed Provider portal: <https://www.AvMed.org/web/provider/provider-education/training/>

PROVIDER DIRECTORY VERIFICATION PORTAL

AvMed and LexisNexis® Risk Solutions have partnered to introduce our contracted clinicians to VerifyHCP®, a quick and easy Provider directory verification portal.

To make attestation more efficient for you and your staff, VerifyHCP® enables practices to validate or update pre-populated directory information in one place across all participating health plans.

Updated practice information allows us to provide our Members (your AvMed-insured patients), with current directory information so they can select in-network Providers, choose health plans, and ultimately, access care.

To ensure proper inclusion in the Provider



directories and avoid issues with the processing of claims, clinicians should respond to verification requests. Our goal is to make this process as easy as possible for clinicians and their practices and to receive 100% response to outreach requests.



If you have any questions about the Verify Health Care Portal, please contact LexisNexis Risk Solutions Tech Support at <https://healthcare.custhelp.com/app/ask> or the **VerifyHCP® Portal Help Desk at 1-888-245-4619**.

ELEVATING THE PHARMACY BENEFIT EXPERIENCE FOR YOUR PATIENTS

Rx Savings Solutions offers your patients a way to find lower-cost prescription drugs. People who use Rx Savings Solutions **save an average of \$459 per year*** for themselves and their plan. Those who regularly take prescriptions often save even more.

How Members Can Get Started:

1. Members can log in to their Member Portal
2. Once logged in, select the Rx Savings Solutions on the left menu.

Provider Impact

Many of the recommendations Rx Savings Solutions makes to Members are clinical and may require a prescription change from the provider in order to obtain Member savings.

Your office may be contacted via phone or fax for your approval to switch a Member's prescription. This impact on a provider's time



is minimal, and can have significant cost-savings for Members.

*Based on average annualized savings when individuals choose a lower-cost prescription recommended by Rx Savings Solutions (FY 2021).



Questions? Contact **Rx Savings Solutions** Pharmacy Support Team. Rx Savings Solutions Pharmacy Support Team is staffed with Certified Pharmacy Technicians available to assist with prescription questions. They can be reached Monday-Friday from 7 am-8 pm CT at **1-800-268-4476** or support@rxsavingsolutions.com

FLU - WHAT YOUR PATIENTS SHOULD KNOW

Flu season and the holidays are just around the corner. Providers are the most trusted source of vaccine information and advice. It's more important than ever to encourage your patients to get the flu vaccine. The flu vaccine continues to be one of the most effective ways to prevent infection, not only among patients but also those around them. Flu shots are free of charge from a participating Provider or pharmacy.

This is also an opportunity to encourage your patients to get the pneumococcal vaccine. The Advisory Committee on Immunization Practices adjusted their recommendations and now recommends adults age 65 and older to receive both pneumonia vaccines, PCV13 and PPSV23. Delayed routine vaccinations put families and communities at risk for infections with vaccine preventable diseases.

For more information, visit www.flu.gov.



3 THINGS PATIENTS CAN DO TO PREVENT FALLS

Encouraging your patients to stay active and social is very important. If your patients express a fear of falling that keeps them from enjoying healthy activities, Make sure to give them a fall prevention plan. Here are some additional fall safety tips to help:

1. Discuss things that may increase your patient's risk, like medications, health conditions, vitamin deficiencies, injuries or lifestyle factors.
2. Safeguard your home with this checklist from the Centers for Disease Control¹: Install grab bars, use nonslip mats in the bathroom, install and use handrails on staircases, and clear out clutter. Ensure lighting is bright enough to allow you to see hazards clearly.

3. Share this regular physical activity that may help reduce the risk of falling by improving balance, flexibility, muscle strength and gait. It can also improve confidence. Many exercises can be done in a seated position if you're worried about falling.

SilverSneakers[®] is a great place to start; it's the nation's leading lifestyle and fitness program designed specifically for seniors. AvMed Medicare Members can get SilverSneakers at no additional cost. Once enrolled, they'll have instant access to virtual workouts, wellness videos, nutrition workshops, and more.

Plus, Members can join a 12-week Fall Prevention Series, take SilverSneakers Stability[®] classes or attend a Balance Builder Workshop to build strength and balance. Classes are offered from the home or thousands of participating locations nationwide. Your patients can get started with a SilverSneakers ID by [visiting www.AvMed.org/medicare/wellness/fitness-rewards/silversneakers-fitness/](http://www.AvMed.org/medicare/wellness/fitness-rewards/silversneakers-fitness/).





**Embrace
better health.®**

9400 S. Dadeland Blvd.
Miami, FL 33156

We welcome your feedback.

It's SURVEY time again and Members are being surveyed to assess their experiences with health plans, Providers and our ability to maintain or improve their physical and mental health. Remember, these surveys are used to assess the patient experience focusing on how patients perceive key aspects of their care. Some of those aspects include: office access and wait times for all Members, care coordination between the PCP and the Specialists and whether providers assess fall risk and provide a fall risk reduction plan to their Members.

If you would like to participate more directly in our Quality Improvement Program or would like information about the program, including progress toward our goals, email us at **Providers@AvMed.org** or call the Provider Service Center at **1-800-452-8633**, Monday-Friday, 8:30 am-5 pm, excluding holidays.

AVMED'S WEBSITE: AvMed.org

ONLINE PROVIDER SERVICES:

Claims Inquiry, Member Eligibility, Referral Inquiry, Provider Directory, Physician Reference Guide, Clinical Guidelines, Preferred Drug List

Please note our email address:

Providers@AvMed.org

Use our centralized toll-free number to reach several key departments at AvMed.

PROVIDER SERVICE CENTER

1-800-452-8633, Monday-Friday, 8:30 am-5 pm, excluding holidays

- AvMed Link Line, press one (1).
Use this option to verify Member eligibility and limited benefit information, or confirm and request authorizations.
- Claims Service Department, press two (2).
Use this option to verify status of claims payment, reviews and appeals.
- Provider Service Center, press three (3).
Use this option for questions about policies and procedures, to report or request a change in your panel status, address/phone, covering physicians, hospital privileges, Tax ID and licensure, or any other service issue.
- Clinical Pharmacy Management, press four (4).

AUDIT SERVICES AND INVESTIGATIONS UNIT

1-877-286-3889

(To refer suspect issues, anonymously if preferred)

CARE MANAGEMENT

1-800-972-8633

CLINICAL COORDINATION

1-888-372-8633

(For authorizations that originate in the ER or direct admits from the doctor's office)