

Network NewsBrief

"HEAR HER" Campaign
Annual Wellness Visits
Quest Diagnostics



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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

Fall is the Medicare Annual Enrollment Period (AEP) and a busy time for health plans and Providers alike. We want to ensure we keep you up to date on our plans and strategic initiatives. To that end, we are thrilled to share with you our plans to offer AvMed Medicare Advantage products in the Palm Beach and Orlando areas starting in 2023. This expansion into Palm Beach, Orange, Seminole and Osceola counties will allow us to collaborate with even more Providers in our effort to help Floridians achieve better health.

In this issue of *Network NewsBrief*, you'll find a reminder about the flu season and how it's more important than ever for your patients to get vaccinated. The flu shot is free from a participating Provider or pharmacy. We have also launched a member outreach campaign encouraging our members to make an appointment for their annual preventive care visits. We kindly ask that you please take a proactive role in helping your patients manage their health, inviting them to schedule their annual wellness visits.

Plus, AvMed has adopted the "HEAR HER" campaign from the Centers for Disease Control and Prevention focused on reproductive health. As a healthcare provider, you play a critical role in eliminating preventable maternal mortality. One part of the solution is to really hear women's concerns and make sure any issues are adequately addressed. We hope you'll join us in this important initiative.

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,

Frank Izquierdo

Senior Vice President
Provider Solutions &
Strategic Alliances
AvMed

CARE OPPORTUNITY CORNER



“HEAR HER” – Listening Can Be Your Most Important Tool

AvMed has adopted the “HEAR HER” campaign from CDC’s Division of Reproductive Health which encourages pregnant patients to share all concerns they may have. As a healthcare professional, you play a critical role in eliminating preventable maternal mortality. One part of the solution is to really hear women’s concerns during and after pregnancy and engage in an open conversation to make sure any issues are adequately addressed.

As you know, pregnancy-related deaths can occur up to a year after pregnancy, and most of these deaths are preventable. Many women feel that their concerns are not heard. Be the one to listen. It could help save a life.

Take steps to make patients feel understood and valued during their visit with you. The “HEAR HER” campaign suggests these actions:

- Ask questions to better understand your patient and situations that may be affecting their lives.
- Help your patients, and those accompanying them, understand the urgent maternal warning signs and when to seek medical attention right away.
- Help patients manage chronic conditions or conditions that may arise during pregnancy like hypertension, diabetes, or depression.
- Recognize unconscious bias in yourself and in your office.
- Provide all patients with respectful care.
- Address any concerns your patients may have.



For more information, visit <https://www.cdc.gov/hearher/healthcare-providers/index.html>

Importance of Flu Shot Protection

Providers are the most trusted source of vaccine information and advice. As coronavirus and other variants continue to sweep the nation, encourage your patients to get the flu shot. It is more important than ever, and the best protection not only among patients, but also those around them.

With mask mandates being lifted, people going back to work, travel returning to pre-pandemic levels, and other moves back to “normal” life, this flu season might return to normal, too.

Strict measures to reduce the spread of COVID-19 have led to unusually mild flu seasons for the past two years. Last year, there were at least 7.8 million cases and 4,900 deaths. That’s still significantly less than the tens of millions of cases that usually occur, but substantially more than the 2020-2021 season when there were only about 2000 cases of the flu.



Please encourage your patients to learn more at www.CDC.gov/flu/prevention.htm

Encourage Annual Wellness Visits

To stay ahead of health issues that could be proactively identified through a health risk assessment, we are currently reaching out to Members encouraging them to return to their preventive care visits. Please join us in this effort and take a proactive role in helping your patients manage their health, inviting them to schedule their annual wellness visit with their primary care physicians.

When AvMed Medicare Members look after their health, they are rewarded with wellness and longevity. And while that's incentive enough, we still wanted to do more for them. We offer HealthyperksSM—a program where Members earn gift card rewards for completing activities to keep them healthy. All Medicare Members are eligible to earn rewards for annual wellness visits, flu shots, and many other health improvement activities. Medicare Members can earn up to \$125 in gift card rewards.*

*Based on age, gender, and relevant diagnosis data; maximum per Member reward payouts will also apply. AvMed Medicare is an HMO plan with a Medicare contract. Enrollment in AvMed Medicare depends on contract renewal.



For Healthyperks details, visit AvMed.org/Healthyperks/Medicare.

DIRECTORY VERIFICATION ALL IN ONE PLACE

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 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.

Access Patient Results at Quest Diagnostics

AvMed is contracted with Quest Diagnostics for routine outpatient lab services. Your patients should be referred to 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.

IMPORTANT NOTICE: REINSTATEMENT OF REFERRAL REQUIREMENT



Please be advised that effective September 1, 2022, AvMed will be reinstating its referral requirement for the following Medicare Advantage Plans: **Choice, Circle and Premium Saver.**

As part of our desire to offer excellent service and our valued partnership with you, referrals are submitted via our new AvMed Authorization and Referral Tool (AART) – an online, easy-to-use, physician-to-physician referral and health plan authorization system.

To access AART please log in to the Provider Portal or visit AvMed.org to review the following resources:

- Quick reference guide
- Video tutorial
- List of specialties requiring a referral



Don't have an account with the Provider Portal? Simply visit www.AvMed.org/News/ServicePortals for help with registration. For all other questions, please contact the Provider Service Center at **1-800-452-8633**.

HN1 MANAGING THERAPY AND OPHTHALMOLOGY SERVICES FOR MEDICARE MEMBERS



As a reminder, Health Network One (HN1) is managing outpatient physical, occupational, and speech

therapy, and ophthalmology services for AvMed Medicare Advantage Members.

HN1 maintains contracts with a large network of physical, occupational, and speech therapists, ophthalmologists, and retinal

specialists in Miami-Dade and Broward counties, making it easy for our members to get the specialized care they need.

AvMed Members receiving PT/OT/ST and ophthalmology services were contacted with more information about HN1 prior to the transition.

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.

BEHAVIORAL HEALTH RESOURCES FOR YOUR PATIENTS

AvMed and Optum are working together to provide you, our Network Physicians, with resources and tools to help you and our Members with integrated behavioral healthcare solutions. Optum offers a variety of resources for coordinating your patient's behavioral health needs, including:

Sanvello- A behavioral App solution: For your patients with mild depression, self-help applications, such as Sanvello, may be useful. Sanvello offers tools and resources on demand for help with stress, anxiety, and depression at no additional cost.

Now Available! Optum's Behavioral Health Identification, Treatment and Referral in Primary Care: 3-Part On-demand Series Optum Health Education:

This three-part on-demand web series is free of charge and offers continuing education credits.

Optum - A Resource for You and Your Patients

To obtain a list of our Network Providers or assistance with coordinating care

for behavioral health or substance use treatment, please call Optum at 1-866-293-2689 (Commercial) or 1-866-284-6989 (Medicare Advantage) or go to **liveandworkwell.com**. Optum also offers a **Substance Use Helpline: 1-855-780-5955**. The Helpline is available 24/7 for providers and patients to identify local MAT (Medication Assisted Treatment) and behavioral health providers, provide targeted referrals for evidence-based care, provide education to members/families about substance use, or assistance in finding community support services.

Links to these Resources, and Much More, can be found on **AvMed's Behavioral Health Benefits** page on our Provider Website at: avmed.org/web/provider/provider-education/behavioral-health. You can also access the Optum Behavioral Health Toolkit for Medical Providers at providerexpress.com/content/opeprovexpr/us/en/clinical-resources/PCP-Tool-Kit.html.


MEDICARE ANNUAL ENROLLMENT PERIOD (AEP)

The Medicare Annual Enrollment Period begins October 15 and runs through December 7. Our members choose AvMed Medicare because we offer:



- Trusted service with more than 50 years serving Floridians
- More ways to help keep money in your patient's pocket:
 - > NEW! Flex card helps pay for eligible expenses
 - > Prescription savings tool via Rx Savings[®] Solutions
 - > HealthyperksSM gives Members up to \$125 in rewards for healthy behaviors
 - > Extra Benefits such as over the counter, hearing aids, and vision
 - > \$0 Premium
 - > \$0 Primary Care Provider office visits
 - > \$0 Telemedicine visits
- Comprehensive dental coverage with \$0 copay for crowns
- Comprehensive network of hospitals including Baptist Health South Florida, Bethesda Health, Cleveland Clinic, HCA Florida Palms West, Jackson Health System, Memorial Healthcare System and University of Miami Health System
- Private Transportation door-to-door to approved health care providers
- Fresh meal delivery program via DeliverLean[™] available on certain plans after an overnight stay in the hospital
- SilverSneakers[®] Fitness Program attend classes in person or receive in-home kits and exercise at home

Benefits may vary by plan.

 Your patients can review plan details, check our expansive Provider directory and look over our prescription drug coverage and medication list, all available online at [AvMed.org/Medicare](https://www.avmed.org/medicare) or call **1-800-535-9355 (TTY 711)** for more information.

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)