

Network NewsBrief

A publication for **AvMed** Providers and Staff

Fall 2017

**AvMed's Physician
Satisfaction
Survey Results**

**Are You Ready for
Annual Enrollment?**

**Talking to Your
Patients About
Flu Shots**



OUR COMMITMENT TO YOU

In this edition of *AvMed Network NewsBrief*, we look ahead to the end of the year and the start of 2018. As we turn the page on 2017, we're excited to announce the results of our Physician Satisfaction Survey on page 4. We'll be taking this feedback and using it to continue improving our programs and services for you.

You'll also find a reminder about the Medicare Annual Enrollment Period. This time of year, Medicare Members are reviewing their health plans for any changes, and it's crucial that you're aware of them, too. Fall marks flu season, and we've included tips for encouraging your patients to get their annual flu shot. All AvMed Members can receive the flu shot free of charge from a participating Provider or pharmacy.

Our final stories in this issue focus on our partnerships with the American Cancer Society and the American Diabetes Association. AvMed has teamed up with them to help Providers encourage their patients to adopt healthier habits. You can read more about these partnerships on pages 6 and 7.

I wish you and your loved ones all the best this holiday season.

Ann O. Wehr MD



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Senior Vice
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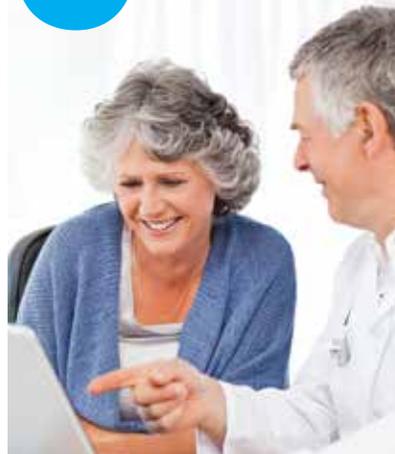
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For complete details on all the current news you need to know and to download forms, please visit our website at **AvMed.org**.

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Miami, FL 33256
Fax: **1-800-452-3847**

AvMed News at Your Fingertips

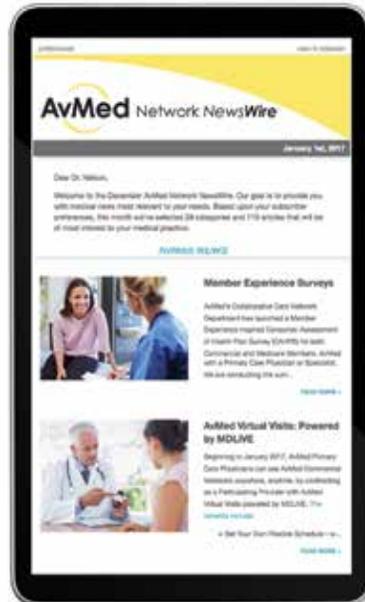
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Save Stories for Later

Introducing *AvMed Network NewsWire's* newest feature – page 7.

A REMINDER FOR AvMed Engage Providers

Due to great success with AvMed CenteredCare – our Medicare physician-to-physician referral program – we've recently expanded it to Members on our Engage Plan, and implementation will roll out within the next year.

Once implementation is complete, all Engage Members will require referrals. In the meantime, we encourage you to work with your patients to coordinate specialty care. This will help ensure the smoothest transition possible. You will be notified when the referral system is up and running.

For questions about this upcoming change, call AvMed's Provider Services Center at **1-800-452-8633**.



Applied Behavioral Analysis Provides Hope for Autism Patients

Decreasing behavior problems in autistic children is a goal for both Providers and parents. Through applied behavioral analysis (ABA), clinicians have been able to decrease problem behaviors in autistic children while increasing those that are socially appropriate.

The key is continued collaboration. The saying "It takes a village" is especially true in applied behavioral analysis, where systematically applying interventions to improve behavior takes more than just a clinician. Parents, physicians, dentists, and board-certified behavior analysts all play a role in tracking the child's progress and identifying developmental roadblocks.

If the child isn't making the proper progress, chances are there may be a stone that has been left unturned. One example: another medical condition the child may be enduring. Children with autism experience high rates of comorbid diagnoses that are probably interfering with their opportunities to fully maximize ABA.

In such cases, the ABA team will work with the family and other Providers to get to the bottom of the situation. By having the child's health care Providers and parents on the same page, everyone can rest assured knowing that ABA is the best course of action.



Physician Satisfaction Survey

The Results Are in ...

Earlier this year, we asked you to fill out our annual Physician Satisfaction Survey. The results are in, and we're excited to announce the highlights. Thanks to everyone who participated!



AvMed's 2017 Physician Satisfaction Results

Snapshot of 2017 participants:

- 1,500 Providers participated
- 13% of the total physician network

Participants included:

- Physicians: 23%
- Office managers: 37%
- Other influencers: 40%

What they said:

- 85% rate AvMed's services overall very good or good
- More than 9 out of 10 would recommend AvMed to other physicians and patients
- 84% rate AvMed excellent or good on overall satisfaction with the health plan

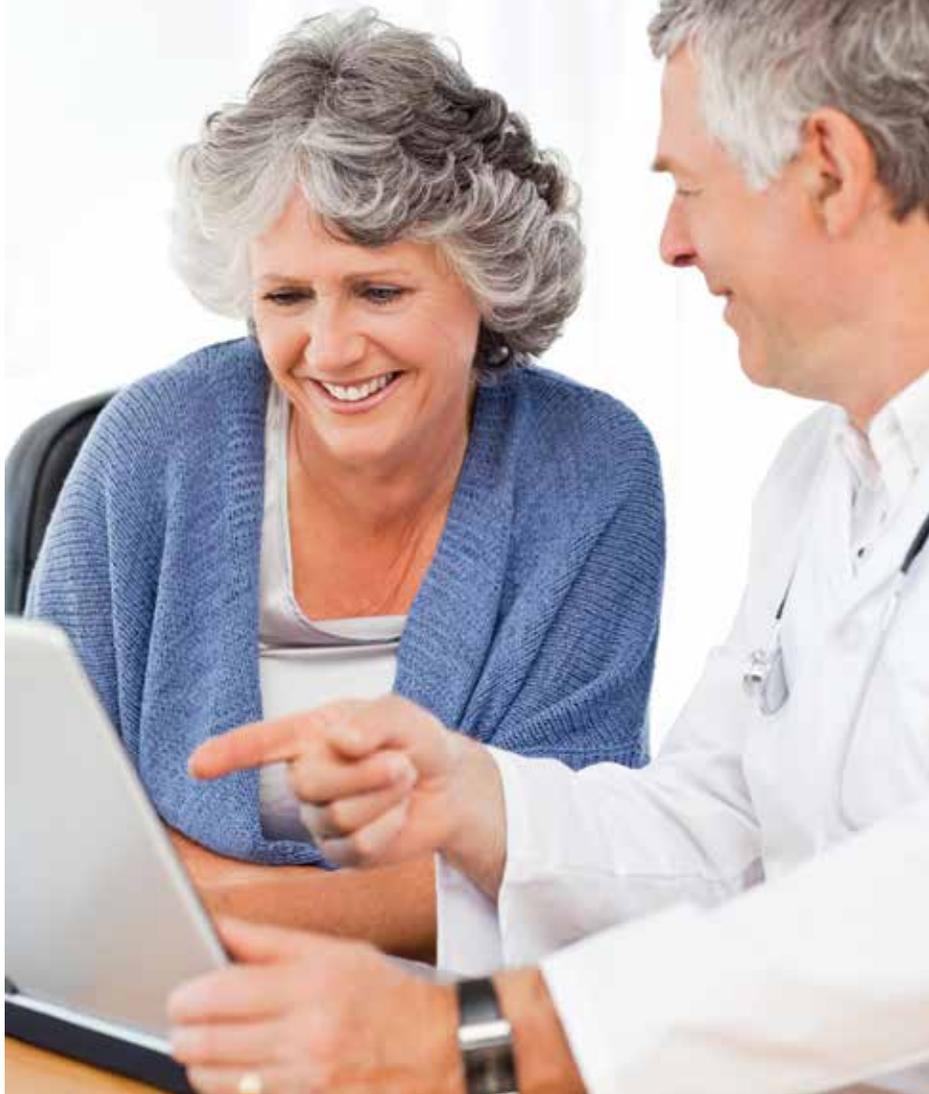
- 81% rate AvMed positively on overall opinion
- AvMed is rated positively versus all other health plans

AvMed's highest rated services:

- 91% rated AvMed's Hospital Network quality and choice very good
- 89% rated AvMed's Laboratory services, technical, and service quality very good
- 89% rated AvMed's Specialist Network quality and choice very good
- 87% rated AvMed's Primary Care Network quality and choice very good

HAVE YOU CHECKED THE **AVMED.ORG** PROVIDER PORTAL RECENTLY?

Please visit the **AvMed.org** Provider Portal to get the latest clinical and preventive guidelines, recommendations, quality performance updates, HEDIS Highlights, HEDIS Matrix, and Care Opportunity Reports.



Are You *Ready* for Annual Enrollment?

Don't forget that the Medicare Annual Enrollment Period (AEP) is Oct. 15 – Dec. 7. During this time, Members will be reviewing their health plans for changes and updates. As a Medicare Provider, you should be aware of upcoming 2018 AvMed Medicare HMO benefits:

- Access to one of the largest networks of physicians and hospitals in South Florida
- \$0 monthly plan premiums
- No or low copays
- Preventive screenings at no cost
- Emergency worldwide coverage
- Dental plan, including dentures with no or low cost sharing, through Delta Dental
- Vision services and hearing discounts
- Prescription drug coverage, including 90-day retail and mail-order discounts through CVS
- Membership in SilverSneakers® Fitness program at no extra cost
- HealthyperksSM – our incentive program offering gift card rewards of up to \$65 a year, just for Members maintaining their health



Have questions about these benefits? For more information, contact AvMed's Provider Services Center at **1-800-452-8633**.

Preparing for Flu Season



With flu season upon us, it's time to talk to your patients about the flu vaccine. All AvMed Members can receive a flu shot free of charge from a Participating Provider or pharmacy. Encouraging your patients to get their flu shot helps protect more than just themselves – the flu vaccine also protects everyone around them from infection.

During a consultation, patients may express concerns about the use of preservatives in vaccines. If this occurs, reassure them about their safety and let them know they can request an additive-free vaccine from their pharmacy if they still have second thoughts.



Your Medicare patients can earn rewards for getting their flu shot. Encourage your patients to visit AvMed.org/Healthyperks to learn more about the program.

Your Role in the Diabetes Health Crisis

One in 11 Americans has diabetes, according to the American Diabetes Association (ADA). If present trends persist, one in three American adults will have diabetes by 2050. As a Primary Care Physician (PCP), you're a part of the front line against this health epidemic: PCPs see an average of 27 patients a month with type 2 diabetes.

To help PCPs effectively treat diabetes, the ADA is investing in taking its Diabetes is Primary continuing education program on the road. These continuing education credits are available in a variety of formats to work around your schedule:

- A one-hour lecture
- A lecture series
- A half-day program
- A full-day program

As a result of the program, you'll be able to:

- Identify current standards of care
- Assess treatment options to individualize care
- Apply clinical decision-making tools
- Develop more aggressive treatment plans



To learn more about the program and sign up, visit the American Diabetes Association's DiabetesPro website at Professional.Diabetes.org and search for "Diabetes is Primary."



New Feature for AvMed Network NewsWire

Did you know you could save the articles in *AvMed Network NewsWire*? This new feature allows you to bookmark stories, so you can read them later at your convenience. To save an article, just go to the post and click the “Add to My Library” link. Once you do, you can access that article from any page by clicking the “My Library” link on the top navigation bar. Visit AvMedNetworkNewsWire.org to start using this feature.



Calling It QUITS ON SMOKING

Every year, over 200,000 new cases of lung cancer are diagnosed and more than 150,000 people die from the disease. In fact, one of four cancer deaths is related to lung cancer, according to the American Cancer Society. One of the best ways for your patients to reduce their risk of lung cancer continues to be smoking cessation.

While your patients most likely know the dangers of firsthand and secondhand smoke, are they aware of thirdhand smoke? Tobacco smoke leaves behind residual nicotine and other chemicals on surfaces long after exposure. As a result, people who touch these surfaces put themselves at risk of inhaling a toxic mix of compounds. Only through a smoke-free environment can nonsmokers and smokers be completely free of smoking’s harms – and a smoke-free environment starts with the individual.



A Team Effort

AvMed has partnered with the American Cancer Society to provide Members with smoking cessation resources to help them on the path toward quitting, including easy-to-follow fact sheets as well as employer programs like Freshstart and Quit for Life.

The partnership also benefits Providers by providing access to ready-to-use cancer presentations, tobacco cessation webinars, Provider-facing collateral (e.g., branded Rx pads), and outreach opportunities.

One of those outreach opportunities is the Great American Smokeout. On Nov. 16, the ACS hosts a nationwide event dedicated to smoking cessation support. As part of the event, participants are encouraged to help someone start a smoking cessation plan or start one themselves. For smokers, one day of not smoking can have an impact on one’s cancer risk.



Visit Cancer.org and click “Get Involved” for more information on upcoming awareness events.

WE WELCOME YOUR FEEDBACK

We are committed to having the best Provider network and encourage you to give us your feedback and suggestions. Let us know about your experiences with quality improvement studies, practice guidelines, or any other AvMed practice or interaction.

We are always looking for more efficient, effective and above all, quality-driven ways to service our Providers, Practitioners, and 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 Services Center at **1-800-452-8633**, Monday-Friday, 8:30 am-5 pm, excluding holidays.

You may write us at:

AvMed
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Please note our email address:

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

PROVIDER SERVICES CENTER
1-800-452-8633

- 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 Services 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).

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(to refer suspect issues, anonymously if preferred)

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CLINICAL COORDINATION
1-888-372-8633

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