

Elderplan|HomeFirst Network News VOL 1

New home for Elderplan/HomeFirst!

We've moved our offices from Brooklyn to **55 Water Street** in lower Manhattan!



Welcome to our network!

New York City Health + Hospitals and your dedicated Physicians

2024 New Benefits:

- All Elderplan products will become **Point of Service** plans. While members must see an in-network PCP, they may now see out-of-network providers — for certain areas of specialty — who accept Medicare.* Please check with Provider Services for more information.
- Expanded acupuncture services (Cupping, Acupressure, Tui Na, Gua Sha, Reflexology, and Infrared Therapy).
- Increased and expanded OTC benefit for members!
- Elderplan is also introducing a new plan — **Elderplan Select** — created for members who only have Medicare and reside in contracted nursing homes, assisted living, or independent care communities.



*Out-of-network PCP is allowed for Elderplan Advantage for Nursing Home Residents, Elderplan Assist, and Elderplan Select.

Provider Portal

- All participating providers have access to the Elderplan Provider Portal.
- To register, simply visit **elderplan.org** and click "For Providers" followed by "Web Portal."
- On the portal, you can find member eligibility, access detailed claims information, handle appeals, upload requested charts or other documentation, and get the latest Elderplan news.



EFT and EDI:

Are you registered to send electronic claims and receive electronic payments?

- Sign up for both at **Change Healthcare** at **changehealthcare.com**
- To submit claims via Change Healthcare, enter Elderplan's Payer ID- 31625
 - Change's EDI Helpdesk for Electronic Submissions can be reached at (866) 924-4634
- To receive electronic payments, register via **changehealthcare.com/EFT**
- Once you sign up for EFT, you will also receive Electronic Remittance Advice (ERA) rather than a paper EOP.



Reminders

- **Provider Quality Incentive** – Register with Stellar Health at www.stellar.health today and earn financial incentives for what you already do today — providing outstanding care!
- **Don't forget to update your provider data** if it has changed, and please send all recredentialing documents timely upon request.
- **Don't forget the importance of complete coding and documentation in member records.** If it's not on the claim or in the member chart, it didn't happen! Chronic conditions must be coded annually. The acronym MEAT is a helpful guide: Monitoring, Evaluation, Assessment, and Treatment.

Focus on Diabetes Management

Glucose monitoring has a significant role in managing the effectiveness and safety of treatment in patients with diabetes. The American Diabetes Association (ADA) "Standards of Care in Diabetes–2023" recommends that an A1c test be performed at least twice a year and that the A1c goal for nonpregnant adults should be <7%. Encourage patients to build positive health behaviors such as adopting healthy nutrition and good physical activity habits, smoking cessation, adhering to medication regimen, and other self-management activities. Together we can help patients achieve diabetes treatment goals and maximize their quality of life.



Provider Services is available to answer your questions
at **1-800-353-3765, option 2**. 9am to 5pm, 7 days a week.

 **elderplan|homefirst.**
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