



## New Online Provider Application – Effective May 1

We're pleased to announce the launch of our new and improved online provider application, designed to make joining our network faster and more efficient. As of May 1, the online application has replaced the previous hard copy (PDF) form.

What to expect:

- Applications can now be submitted through a user-friendly online web form.
- All required fields and supporting documents must be completed and uploaded to ensure your application is processed.
- Applicants will receive immediate confirmation upon submission, along with updates as their application moves through the review process.

To access the new application and get started, please visit: [www.VivaHealth.com/Provider/Become-a-Provider/](http://www.VivaHealth.com/Provider/Become-a-Provider/)

If you have any questions about the new application process, please contact us at [VivaParticipation@uabmc.edu](mailto:VivaParticipation@uabmc.edu).

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## Special Enrollment Periods (SEP) for Medicare Beneficiaries

The Lock-In Period is the period between April 1 and October 14 when most people cannot change their Medicare coverage. There are special circumstances, called Special Enrollment Periods, when some Medicare beneficiaries can change their coverage. The type of changes a beneficiary can make and their new coverage start date depends on the event that triggers the SEP. The most common special enrollment periods happen when:

- A beneficiary loses their group health insurance coverage
- A beneficiary moves into an area with different plan options
- A beneficiary qualifies for Extra Help with prescription drug costs
- A beneficiary has a change in Medicaid status

If your patients would like more information about the VIVA MEDICARE plans available in their county, please ask them to call:

**1-888-830-8482 (toll-free) | TTY: 711**

8am - 8pm, Monday - Friday (Oct 1 - Mar 31: 8am - 8pm, 7 days a week)

Or visit us online at [www.VivaHealth.com/Medicare](http://www.VivaHealth.com/Medicare)

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## Health Outcomes Survey (HOS)

### What is the Health Outcomes Survey?

Every fall, the Centers for Medicare and Medicaid Services (CMS) coordinates the Health Outcomes Survey (HOS). The HOS includes questions that assess daily activities, mental health, and physical health as reported by the patient. The survey also asks if the patient had discussions of treatment, preventative strategies, or recommendations for three specific conditions: urinary incontinence, physical activity, and fall risks or issues with balance. The survey is mailed out starting in mid-July and administered through the end of November.

### How does CMS use the results of HOS?

CMS uses the responses on HOS to calculate many individual measure Star ratings that apply to VIVA MEDICARE'S overall Star rating. The Star rating, ranging from 1 to 5, is an important measure of overall quality of the health plan and its contracted providers. Likewise, high performance on Star ratings enables VIVA MEDICARE to provide greater benefits for our members.

Below are the questions from HOS that are used to calculate three important Star measures. These measures assess the communication of patients with their provider to address multiple conditions.

#### 1. Urinary Incontinence

Patients are asked if they have experienced leaking of urine in the previous six months. If yes, the patient is asked the question below:

*There are many ways to control or manage the leaking of urine, including bladder training exercises, medication, and surgery. Have you ever talked with a doctor, nurse, or other health care provider about any of these approaches?*

## 2. Physical Activity

Patients with a recent provider visit are asked the question below:

*In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.*

## 3. Fall or Balance Risk

Patients with a recent provider visit and reporting a fall or issues with balance are asked the question below:

*Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include:*

- Suggest that you use a cane or walker
- Suggest that you do an exercise or physical therapy program
- Suggest a vision or hearing test

### How can I help promote strong performance on these measures?

1. Remember that topics such as urinary incontinence or issues with balance may be sensitive topics for many patients. Ensure the patient has a sense of trust with the individual reviewing these conditions with them.
2. As this is self-reported, it is possible that patients may engage in these conversations with their provider but forget by the time of HOS. Consider sending summaries of items discussed and treatment options following appointments to reinforce the information discussed.
3. When discussing treatment options, consider supplemental benefits offered by VIVA MEDICARE that may be resources for the patient.
  - Routine hearing exams
  - Silver&Fit® Healthy Aging and Exercise program with gym membership and at-home fitness kits
  - Monthly OTC allowance or flex card (depending on the member's plan)
    - Bladder control pads
    - Canes, safety bars, nonslip bathmats
    - Exercise bands and hand weights

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## Provider Portal

The VIVA HEALTH Provider Portal includes a user-friendly design, with a self-registration feature for portal account administrators, enhanced security, access to claims payment information, eligibility, and benefits. In addition to these great features, users are also able to submit authorization requests via the portal for the services below.

- Chemo Support Drugs
- Diagnostic Imaging
- Habilitative Occupational Therapy Outpatient
- Durable Medical Equipment (DME)
- Genetic Testing Labs

- Habilitative Physical Therapy Outpatient
- Habilitative Speech Therapy Outpatient
- Hyperbaric Oxygen (HBO) Therapy
- Home Health Episodic
- Home Health Fee for Service
- In-Office Services
- Outpatient Surgery
- Pain Management
- Planned Admission
- Rehabilitative Occupational Therapy Outpatient
- Rehabilitative Physical Therapy Outpatient
- Rehabilitative Speech Therapy Outpatient
- Specialty or Part B Medications
- Sleep Study
- Wound Care

**Note:** *Third Party Administrators (TPAs) will have the ability to self-register; however, self-registration will only allow access to a non-active account. Once a TPA creates their account, notification will be sent via the portal to the practice/facility account administrator for review. The TPA will not have access to any provider or member data until the practice/facility account administrator grants final approval.*

To access the new provider portal please visit <https://VivaProviders.com>.

Please email questions to [VivaProviderPortal@uabmc.edu](mailto:VivaProviderPortal@uabmc.edu) or contact Provider Customer Service directly at **205-558-7474**.

In an effort to maintain appropriate portal access and security, VIVA HEALTH has the following access controls in place:

- Only 1 Admin per Provider Office is permitted
  - Admins approve all other users for Provider Office
- Accounts that are inactive for 180 days are automatically disabled
- 2-Factor Authentication is enforced
- Offshore access is prohibited
- Once a new account is established with a temporary password, the user has 7 days to log in and change their password or the account is disabled.
- Session timeout is set for 60 minutes of inactivity