

VIVA Voice

SPRING-SUMMER 2019



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Provider Portal Setup

The **Provider Portal** is a secure web-based application designed to give providers quick access to member eligibility, authorization status, and claim payment information. PCPs are also able to view quality measures and initiate pain management referrals. For setup, visit <http://www.vivaprovider.com/ProviderPortal/Default.aspx>. Complete and submit the Provider Portal online registration form. Provider Customer Service will contact you with a secured login ID and password within 3-5 business days.

Provider Portal – Account Management

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

- Accounts that are inactive for 60 days are automatically disabled
- Users are forced to change their password every 180 days, and the last 4 passwords cannot be reused

Use Strong Passwords

When creating a “strong” password for work or personal use, following these guidelines can go a long way in protecting you, VIVA HEALTH, and your organization:

- Passwords should be at least 8 characters long
- Think of a favorite lyric from a song, use the first letter of each word intermingled with a capital letter, special character, and number
- Use different passwords for all accounts/applications
- NEVER share your password

It is your responsibility to regularly review your list of users and ensure their access is appropriate, disabling users who no longer require access or are no longer associated with your practice. It is critical that users do not share their password. Every function in the Provider Portal is digitally-tracked based on the username and associated password.

EFT Availability

VIVA HEALTH has selected Change Healthcare as its electronic payment and remittance administrator. There is no cost to you to use Change Healthcare ePayment. Enrollment is simple and free!

With ePayment, you can accelerate your reimbursement cycle and eliminate manual processes like sorting and opening mail, reconciling paper-based claims payments, creating deposit tickets, and making trips to the bank. By using Change Healthcare Payment Manager, an online application available for ePayment users, you can also search, view, and print human-readable images of the Electronic Remittance Advice (ERA). Payment Manager also provides access to downloadable HIPAA-formatted 835 ERA files from ePayment-enrolled payers to simplify payment posting.

Enroll today with Change Healthcare ePayment

You can switch from paper to electronic payments by submitting an ePayment enrollment authorization by mail, email or fax.

Medical Providers

Change Healthcare Payer ID: 63114

To enroll by mail, email, or fax:

Download the enrollment form at ChangeHealthcare.com/ef

Call 1-866-506-2830

Fax 1-615-238-9615

Email the completed form to: EFtenrollment@changehealthcare.com

To enroll by mail, send completed form to:

Change Healthcare

Attention: Electronic Payment Service Enrollment

P.O. Box 148850

Nashville, TN 37214

Helpful Hints for Enrolling in Change Healthcare ePayment

- Have all of your VIVA HEALTH Vendor IDs available. VIVA HEALTH Vendor IDs can normally be found on the Explanation of Payment (EOP) remittances which accompany payments. If you need assistance obtaining your VIVA HEALTH Vendor IDs, please contact VIVA HEALTH Provider Customer Service at 1-800-294-7780 or locally at 205-558-7474.
- Ensure that you are an authorized representative of the designated provider.
- Have your contact, organization, and financial account information available.
- Supply your Vendor IDs in the Provider ID field.
- Review all terms and authorization forms prior to submitting them to Change Healthcare.



Participating Lab Usage

VIVA HEALTH is dedicated to working with you to ensure quality care is provided at the lowest cost possible to our members. We need help from you to continue this effort. According to your provider contract, you should only refer patients to participating providers, including lab services. If you use a non-par lab, look for communication from VIVA HEALTH regarding a change in our policy that may negatively impact your fee schedule. Our participating reference laboratories are as follows:

Accupath Diagnostic Laboratories Inc

American Esoteric Laboratories

Associated Pathologists

Assurance Scientific Laboratories

Compass Lab

Cunningham Pathology

Labcorp

Lister Healthcare/Lister Lab

Millenium Laboratories

Pathgroup Labs

Quest Diagnostics

Regional Biomedical Lab

Southeast Clinical Laboratories

Synergy Laboratories

**All participating hospital laboratories may also be used however the member may have higher out-of-pocket cost.*

Genetic Laboratories

For VIVA MEDICARE members, coverage is only provided for genetic testing covered under original Medicare. For VIVA HEALTH Commercial group members, genetic testing is limited to comprehensive testing of the BRCA1 gene, BRCA2 gene, Oncotype Dx testing, and limited additional testing when medically necessary and required to diagnose and treat a member's existing medical condition. Additional reference labs that are contracted for genetic testing include:

Assurex Health

Diatherix Laboratories

GeneDX

Myriad Genetics Laboratories

Neogenomics

Sequenom Center for Molecular Medicine

If you have a question, please contact our Customer Service Department at 205-558-7474 or verify with your Provider Representative.

VIVA HEALTH – Helping you Navigate



Member Survey Season

Medicare member experience surveys are mailed between March and May this year. VIVA MEDICARE members are randomly selected to answer questions about their health and health care experience. Often, the last experience a member has with your office is the one they will remember when filling out a survey. Below are some tips and reminders that may help positively impact the perception of the care your patients receive.

✓ Survey Tips: Patient Appointments

- **Care Coordination:** Let your patients know when you have reviewed medical records from other providers involved in their care. Establishing a perceived continuity of care among a patient's different providers is an important component of a patient's satisfaction with their doctor and the care they receive.
- **Appointment Accessibility and Availability:** Members are asked how easy it was for them to get an appointment. Communicate clear and simple avenues for patients to set appointments. If appointment lead time is an issue for your practice, consider implementing a priority call list for when there are cancellations to help patients get in sooner than their scheduled appointment dates. Give patients timeline reminders about upcoming appointments.
- **Appointment Wait Times:** After a patient arrives, make sure they are initially seen by an office staff member within 15 minutes of their designated appointment time. If wait times are expected to be long, try to notify members ahead of their appointment time to give them an opportunity to plan for the delay.

✓ Survey Reminders: Important Discussion Topics

Survey questions ask for patients to recall discussions they had with their provider about the topics below. Try to make these discussions memorable by having patients "teach back" to you what you have talked about.

- **Fall Risk and Prevention:** For patients who have had a recent fall or those who have balance or walking issues, discuss ways to help reduce fall risk.
- **Bladder Incontinence:** For patients who struggle with bladder control issues, talk with them about methods to manage leaking of urine: training exercises, medication, or surgery.
- **Physical Activity:** Provide advice to increase or maintain exercise or physical activity: taking the stairs, regular walking, or low impact exercise routines.
- **Annual Flu Vaccine:** Encourage the vaccine and explore any flu vaccine myths your patients may believe.

✓ **Survey Tips: Patient Perception of Their Own Health**

- Be purposeful in your patient encouragement efforts and communicate self-care goals that are achievable considering the patient’s health status. Patients with reasonable expectations for their health and those who have a sense of control over maintaining or improving their health have improved health perception.
- Pay special attention to communication with patients who struggle with chronic pain and mental illness. Poorly managed, these conditions can heavily impact how a person feels about their well-being. Look for warning signs of opioid overuse and undiagnosed depression.
- Offer education on healthy eating and sleeping habits or other related special health topics as needed.

At VIVA HEALTH, we value your commitment to our Medicare members. We are grateful to have partners like you assisting us in our efforts to make a difference in the care our members receive.

 **Transportation Benefit for VIVA MEDICARE Extra Value (HMO SNP) Plan Members**

One of the plans we have available in some counties in Alabama is the VIVA MEDICARE *Extra Value* (HMO SNP) plan. Members of this plan have both Medicare Parts A & B and Medicaid (or a Medicare Savings Program administered by Medicaid). Since transportation is often an issue for low-income beneficiaries, we offer non-emergency transportation benefits to members of this plan. The benefit includes 12 round-trip rides (24 one-way) per calendar year to local medical or dental appointments within 60 miles of their home. Transportation is provided by Medical Transport of Alabama (MTA) using multi-passenger vans and medical transports that can accommodate wheelchairs, walkers, oxygen tanks, and service animals.

Because MTA is a shared-ride service (similar to airport shuttle van services), picking up several members from different addresses and delivering them to different locations in a timely manner can be quite a challenge. If one person isn’t ready when MTA arrives or there are unexpected traffic delays, it can make several members late for their appointments. This year with the 59/20 bridge closing in downtown Birmingham, the challenge is even greater. MTA is working hard to reduce drop-off and pick-up delays. For instance, they have stopped providing transportation to any other health plan members or to Medicaid recipients who are not members of VIVA MEDICARE *Extra Value*. As a provider, you can help keep the process running smoothly.

Below are some tips:

- **If the member is late because the member’s ride was delayed, please attempt to see the member anyway, if possible.** These members represent some of the most vulnerable in VIVA MEDICARE’s population and have made significant effort to come to their appointment. They may not be able or willing to come back for a rescheduled appointment.
- **The member (or your staff) can call MTA at 1-888-318-6362 and press Option 3 to contact MTA dispatch and request the pick-up for the return ride home.** The member should be completely finished with his/her appointment before calling MTA. If MTA arrives before the member is ready to leave, MTA can’t wait and may not be able to come back.
- **Depending on the time of day and the location of your office, it may take up to one hour for the member to be picked up after the call is placed to dispatch.** That could be an issue if your office is about to close for lunch or at the end of the day. If that happens or the member has been waiting for more than an hour, call VIVA MEDICARE Member Services at 1-800-633-1542 and we’ll work with MTA to try to expedite the pick-up or identify a safe and comfortable place for the member to wait. When scheduling appointments, it may be prudent to ask members if they use a transportation service and attempt to schedule these members earlier in the day.

As always, we appreciate the care and service you provide to our members.

 **New Over-the-Counter Benefit in 2019 for VIVA MEDICARE Members**

We are pleased to offer our VIVA MEDICARE members a quarterly allowance to order Over-the-Counter (OTC) products from a catalog of generic items offered by CVS OTC Health Solutions.

VIVA MEDICARE is committed to providing this program to our members as a benefit to help them live a healthy lifestyle and improve their quality of life.

Some of the categories of items available are:

- | | | |
|--------------------------------|-------------|----------------|
| • Pain Relievers | • First Aid | • Vitamins |
| • Digestion/Laxatives/Antacids | • Dental | • Foot Care |
| • Cough/Cold/Allergy | • Eye Care | • Incontinence |

Members may order online or by phone once per quarter and have their OTC items delivered to their home. The amount of the quarterly allowance depends on the member’s plan. Sales tax and shipping costs are paid by the plan and are not included in the member’s allowance. For more information and to view the catalog of products, go to <https://www.VivaHealth.com/Medicare/MemberResources/plan-info/VM-Plus.aspx>.

Coverage Determination Request Reminder

VIVA HEALTH wants to give a friendly reminder to our providers on the fax number to send Coverage Determination requests on drug(s) filled at a dispensing pharmacy for VIVA MEDICARE members.

Please fax Coverage Determination request for Part D drugs that will be filled at a dispensing pharmacy to VIVA HEALTH at **205-449-2465**.

Organizational Determination request for Part B drugs under the medical benefit as “buy and bill” (J-Codes) should be faxed to VIVA HEALTH at **205-449-7049**.

Coordination of Benefits Update

VIVA HEALTH is proud to announce secondary HCFA and UB claims can now be filed electronically for all Commercial, Medicare, and Drummond lines of business. If you have any questions, please feel free contact our Provider Customer Service department directly at 205-558-7474.

New eviCore Website Launch

eviCore has announced a new website with enhanced features to improve the provider experience. The enhancements include the “Provider’s Hub” which gives providers quick access to the following:

- Prior authorization submission
- Authorization status
- Ability to upload additional clinical information for pending authorizations
- Clinical guidelines
- Training material
- Peer-to-Peer consultation request
- Appeal or reconsideration request
- Video tutorials
- Technical or web support

The website officially launched March 2, 2019. Please visit www.eviCore.com to utilize the new site that was designed with you in mind.

Holiday Schedule

Monday, May 27, 2019 (Memorial Day): Closed
Thursday, July 4, 2019 (Independence Day): Closed
Monday, September 2, 2019 (Labor Day): Closed

NOTE: VIVA HEALTH has a nurse on call 24/7 in case an urgent patient situation arises that cannot wait until the next business day. To reach the on-call nurse, please dial 205-933-1201.



Important VIVA HEALTH
plan information.

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