



**ALIGN**  
 SENIOR CARE  
 A Curana Health Company



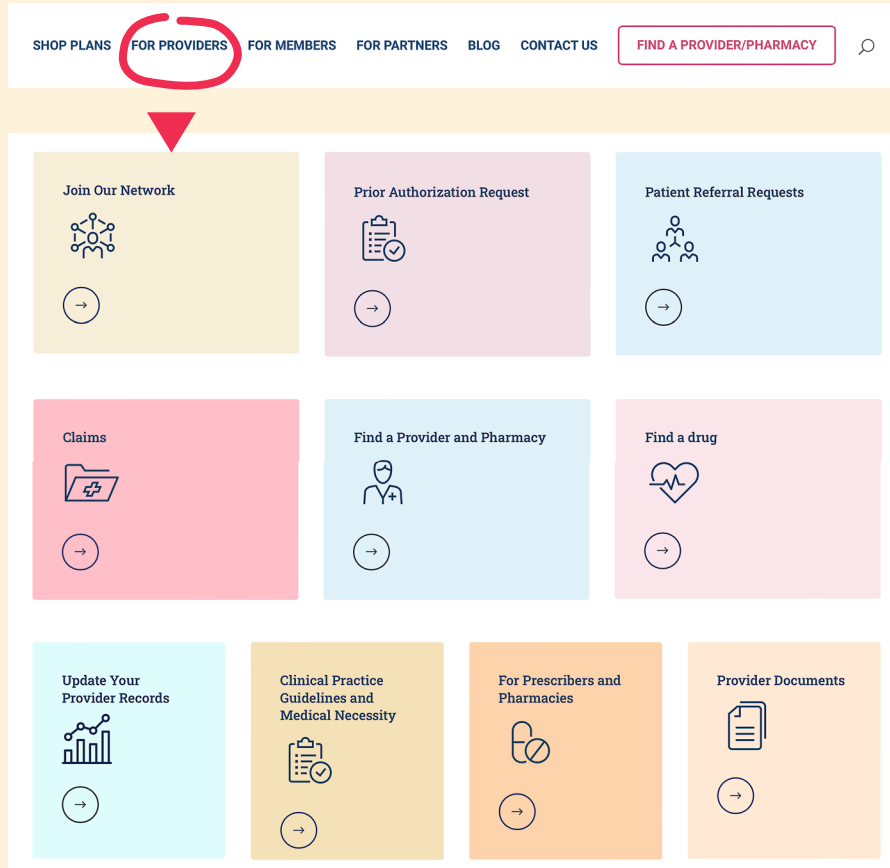
# Provider Newsletter

Q3 2024

## Plan Website – For Providers

The Plan Provider Website contains important information for Provider and Facility Staff. To access additional information on topics included in this newsletter, access the Plan website and click on “**For Providers,**” the following folders display with links to the specific sections.

Visit the plan website at: [AlignSeniorCare.com](https://AlignSeniorCare.com)



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# Enroll In Electronic Funds Transfer

ECHO Health Inc. is a leading provider of electronic solutions for payments to healthcare providers. ECHO consolidates individual provider and vendor payments into a single compliant format approved by the Employee Retirement Income Security Act of 1974 (ERISA) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), remits electronic payments, and provides an explanation of provider payment details to Providers.

**There are two enrollment options to sign up for EFT:**

## Option 1

Enrollment with only our plan, (no fees apply) visit:

<https://enrollments.echohealthinc.com/eferadirect/AllyAlignHealth>

## Option 2

Enrollment to receive EFT from All Payers processing payments on the Settlement Advocated platform (A fee for this service will apply) visit:

<https://enrollments.echohealthinc.com>

To check the status of an EFT enrollment or if you have any questions on how to enroll, contact ECHO's customer support at (888) 834-3511.



## How are we doing?

Let us know what your experience has been with our plan by taking the provider survey

<https://forms.office.com/r/QQMkKBWBdk>

We welcome your feedback and use it to make continuous improvements to plan operations.



# Telehealth

Telehealth policies continue to evolve. During the COVID-19 PHE, CMS announced a series of policy changes that broadened Medicare coverage and payment for telehealth services. The COVID-19 PHE ended on May 11, 2023, but the Consolidated Appropriations Act, 2023, extended many telehealth flexibilities through December 31, 2024, such as:

- FQHCs and RHCs can serve as a distant site provider for non-behavioral/mental telehealth services
- Medicare patients can receive telehealth services in their home
- There are no geographic restrictions for originating site for non-behavioral/mental telehealth services
- Some non-behavioral/mental telehealth services can be delivered using audio-only communication platforms
- An in-person visit within six months of an initial behavioral/mental telehealth service, and annually thereafter, is not required
- Telehealth services can be provided by all eligible Medicare providers.

To access a list of telehealth services that qualify for reimbursement, please visit the following link: <https://www.cms.gov/medicare/coverage/telehealth/list-services>. This page provides detailed information on which services are covered under Medicare, allowing you to verify eligibility and ensure proper billing.

If you are currently providing or will provide telehealth services, ensure to stay abreast the latest telehealth coverage and billing requirements by visiting <https://telehealth.hhs.gov/providers>

Telehealth visits will only be reimbursed and covered when federal, state and Medicare service and documentation standards for telehealth coverage are met.



## Quality Highlights

### PQIs

A Potential quality issue (PQI) is defined as a possible adverse variation from expected clinical care or outcome of care that may benefit from additional review. Examples of potential quality issues include but are not limited to:

- Falls with injury
- Medication errors
- Incidents resulting in death
- Potentially preventable emergency department or inpatient hospital admission
- Pressure wound

Help to ensure the safety of our members and report all PQIs as soon as possible. You can report a PQI by one of the following methods:

- Complete the PQI form on the Plan website in the Provider Documents section and send to the Quality email at [pqireferral@allyalign.com](mailto:pqireferral@allyalign.com).
- Submit the PQI form through the Provider Portal

PQI submissions help identify opportunities to improve patient care. With your engagement in the PQI process, we can improve patient safety together!



# Quality Highlights continued

## 2023 Customer Survey Results

Each year the health plan deploys a survey to members or member representatives to identify strengths and areas of opportunity with the health plan services. The survey assesses their satisfaction with the plan by asking questions about their experience with the plan services and benefits.

Below are our survey results. We would like to hear your feedback on how we can continue to improve. Send any inquiries or feedback about this survey to [QualityTeam@curanahealth.com](mailto:QualityTeam@curanahealth.com)

The satisfaction survey is administered to plans meeting a minimum enrollment number, therefore, not all Align Senior Care plans were administered the survey.

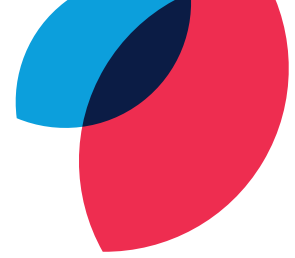
Align Senior Care Michigan Survey Question	2021	2022	2023
<b>Nurse Practitioner/Physician Assistant/Clinical Services</b>			
Know who your loved one's Health Plan Nurse Practitioner or Physician Assistant is	64%	52%	33%
Satisfaction with their response to cultural/spiritual/language needs	93%	86%	100%
Satisfaction with the amount of time they spend with your loved one	92%	92%	92%
<b>Physician Services</b>			
Know who your loved one's Primary Care Physician (PCP) is	64%	56%	39%
Satisfaction with their response to cultural/spiritual/language needs	100%	80%	86%
Satisfaction with the amount of time they spend with your loved one	82%	83%	93%
<b>Pharmacy Services</b>			
Primary Care Physician or Nurse Practitioner/Physician Assistant talked to your loved one about your medicine	57%	56%	54%
Satisfaction with the prescription drug plan benefit	96%	96%	88%
<b>Access to Health Services</b>			
Easy for your loved one to get the care, tests, or treatment needed	100%	92%	86%
Satisfaction with your loved one's access to hospitals during the last 6 months	100%	64%	93%
Able to get an appointment to see a specialist as soon as your loved one needed it	71%	85%	70%
<b>Health Plan Services</b>			
Satisfaction with the customer service received when calling the Health Plan	86%	80%	77%
Satisfaction with claims processing and payment during last 6 months	88%	79%	76%
Satisfaction with Health Plan benefits during last 6 months	95%	89%	91%
Satisfaction with getting a referral for care during last 6 months	100%	83%	79%
<b>Likelihood to Recommend</b>			
Likelihood to recommend your loved one's Health Plan to a friend or colleague	73%	67%	60%

### Strengths:

- ✚ High satisfaction with the Plan Provider and PCP cultural/spiritual/language response and the amount of time spent with the members
- ✚ High satisfaction with access to hospitals and Health Plan benefits

### Opportunities:

- ✚ Increase communication to member representatives to enhance coordination of care, increase their awareness of who is providing care, and the value of your services
- ✚ Include the member representative when performing an annual medication review or with any significant medication change



# Quality Highlights continued

Align Senior Care Florida Survey Question	2022	2023
<b>Nurse Practitioner/Physician Assistant/Clinical Services</b>		
Know who your loved one's Health Plan Nurse Practitioner or Physician Assistant is	33%	57%
Satisfaction with their response to cultural/spiritual/language needs	50%	75%
Satisfaction with the amount of time they spend with your loved one	0%	75%
<b>Physician Services</b>		
Know who your loved one's Primary Care Physician (PCP) is	86%	57%
Satisfaction with their response to cultural/spiritual/language needs	100%	75%
Satisfaction with the amount of time they spend with your loved one	80%	75%
<b>Pharmacy Services</b>		
Primary Care Physician or Nurse Practitioner/Physician Assistant talked to your loved one about your medicine	71%	43%
Satisfaction with the prescription drug plan benefit	71%	86%
<b>Access to Health Services</b>		
Easy for your loved one to get the care, tests, or treatment needed	67%	86%
Satisfaction with your loved one's access to hospitals during the last 6 months	67%	60%
Able to get an appointment to see a specialist as soon as your loved one needed it	40%	100%
<b>Health Plan Services</b>		
Satisfaction with the customer service received when calling the Health Plan	75%	75%
Satisfaction with claims processing and payment during last 6 months	40%	67%
Satisfaction with Health Plan benefits during last 6 months	80%	86%
Satisfaction with getting a referral for care during last 6 months	60%	80%
<b>Likelihood to Recommend</b>		
Likelihood to recommend your loved one's Health Plan to a friend or colleague	33%	57%

### Strengths:

- ✚ High satisfaction with the ability to see a specialist
- ✚ Most member representatives would recommend Align Senior Care Florida

### Opportunities:

- ✚ Increase communication to member representatives to enhance coordination of care, increase their awareness of who is providing care, and the value of your services
- ✚ Include the member representative when performing an annual medication review or with any significant medication change



## Have you moved recently or has your phone number changed?

We want to ensure sure that plan members have the correct information that they need to reach you for their medical services.

We encourage you to review your directory listing and notify us of any changes to your information as soon as possible and no later than thirty (30) calendar days prior to an upcoming change.

By providing this information promptly, you will ensure that patients can reach you for needed care. Email changes to:

**California:** [networksupport@alignseniorcare.com](mailto:networksupport@alignseniorcare.com)

**Florida:** [alignseniorcarefl@allyalign.com](mailto:alignseniorcarefl@allyalign.com)

**Michigan:** [networksupport@alignseniorcare.com](mailto:networksupport@alignseniorcare.com)

**Virginia:** [alignseniorcareva@allyalign.com](mailto:alignseniorcareva@allyalign.com)



## Contact Us!

### California:

1-844-305-3879 (TTY 711)  
[customerservice@alignseniorcare.com](mailto:customerservice@alignseniorcare.com)

### Florida:

1-844-788-8935 (TTY 711)  
[customerservice@alignseniorcare.com](mailto:customerservice@alignseniorcare.com)

### Michigan:

1-855-855-0336 (TTY 711)  
[customerservice@alignseniorcare.com](mailto:customerservice@alignseniorcare.com)

### Virginia:

1-855-855-0489 (TTY 711)  
[customerservice@alignseniorcare.com](mailto:customerservice@alignseniorcare.com)



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Align Senior Care is an HMO I-SNP, HMO POS, and HMO C-SNP with a Medicare contract. Enrollment in Align Senior Care plans depend on contract renewal. Out-of-network/non-contracted providers are under no obligation to treat Align Senior Care members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. Align Senior Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Medicare beneficiaries may also enroll in Align Senior Care through the CMS Medicare Online Enrollment Center located at <http://www.medicare.gov>.