

March 2, 2024

Prior-Authorizations & Referrals

Referrals:

- PPO- Our PPO plans do not require referrals; however providers may submit referrals to Utilization Management (UM) as informational.
- HMO-Care N' Care no longer requires referrals for processing of claims. Some providers may still require an internal referral from the referring provider for treatment planning.

Referral information is available on our website at <https://cnchealthplan.com/providers/tools-resources>

How to verify if an Authorization is required?

Care N' Care has made multiple updates to our 2024 Prior-Authorization list for all plans. We strongly encourage Providers to search the **Prior Authorization Code Lookup** to verify if specialty drugs, codes, and services require an authorization.

To verify if an authorization is required go to our website at <https://pal.cnchealthplan.com/codes>

How to Submit your Authorization or Referral?

- **Acuity Connect (Authorization Portal):** PCP's and Specialists can register and utilize the Acuity Connect portal. This portal allows providers to submit obtain status and submit documentation for referrals and authorizations.
- **Fax (If no access given to Acuity Connect):**
 - PCP's & Specialists: 888-965-1964
 - DME: 888-965-1964
 - Home Health: 855-446-9982
 - SNF, LTAC & Rehab: 855-446-9981
- **Acuity Connect Registration: Service Desk 817-632-3033**
- **Acuity Connect:** <https://acuity.southwesternhealth.org/production/>

Claims

Authorization Required & Claims:

A reminder to check if an authorization is required for services at <https://pal.cnchealthplan.com/codes>. If an authorization is required but an authorization was not obtained, your claim may deny.

In-Network Disputes:

Providers have 60 days from the date of notification of the claims decision (unless indicated differently in your provider agreement) to file a written dispute to Care N' Care to include:

- A written dispute request on company letterhead
- Copy of the original claim form
- Copy of the remittance notification of denial

**Medical Records are required only if claim denied for No Authorization, Medical Necessity, or Need for Medical Records.*

Mailing Address: Care N' Care
Attention: Appeals & Grievances Department
1603 Lyndon B. Johnson Freeway, Ste. 300
Farmers Branch, TX 75234

RAF (Risk Adjustment)

More than four ICD-10s on a Claim

It is vital to make sure that the settings in your EMR don't limit the number of ICD-10s that go out on your claim. This is a missed opportunity for billing of chronic conditions. It has been noticed that some providers offices are limited by settings in their EMR systems to only capture 4 ICD-10 codes. If this is the situation, it is easy to remedy by changing the settings in the EMR under the payor. For CNC, the limit should be set to 12 codes per claim.

EMR Access

The Risk Adjustment Education team has several resources for provider groups, including auditing of records. To perform an audit, we must have access to the EMR. Without appropriate access to your EMR we cannot offer this service. The team will request access to your EMR. Additionally, the graph below shows other services the team offers:

Role	Purpose When Access
Educator	To provide feedback on the below items: <ul style="list-style-type: none"> • Missed Opportunities • HCC's Validated • HCC's not validated • Documentation Vulnerabilities
QA Reviewer	To provide these services: <ul style="list-style-type: none"> • Perform high level review of charts and billing for quality purpose • Audit ICD-10 codes submitted to CMS

Version 24 and Version 28

We are currently operating a blended model for ICD-10 codes (both V24 and V28). Regardless of the model, providers should be documenting the highest level of specificity and code assignment. The goal is to capture an accurate picture of the member's illness burden. The ask of the provider is to fully and completely document and support each condition with a complete diagnosis, status and plan. Please document any condition affecting current management and care of the member.

Contact Information

Any questions regarding coding or risk adjustment can be sent to the email below:

RAFeducation@southwesternhealth.org .

To request education directly to the team please use the link below:

<https://forms.office.com/Pages/ResponsePage.aspx?>

[id=XNjBsElmjUOZsYgBOyTJtYwGIOptQhllsjOpd5tJd8hUMThTUIINVmksyOFJHUFIFQU84Tk85MEFKNC4u](https://forms.office.com/Pages/ResponsePage.aspx?id=XNjBsElmjUOZsYgBOyTJtYwGIOptQhllsjOpd5tJd8hUMThTUIINVmksyOFJHUFIFQU84Tk85MEFKNC4u)

Primary Care Provider (PCP) Incentive Program

Care N' Care has an incentive program for Primary Care Providers (PCP's) specifically for Risk Adjustment and Quality for the HMO and PPO plans. The incentive program is from January 2024 to end of December 2024. PCP's must have attributed members under their panels and opt-in to participate by filling out the Attestation form. For additional information refer to:

- 2024 Incentive Plan Summary: <https://cnhealthplan.com/wp-content/uploads/Care-N-Care-2024-Provider-Incentive-Final.pdf>
- 2024 Terms & Conditions (Risk Adjustment): <https://cnhealthplan.com/wp-content/uploads/CNC-PCP-Risk-Adjustment-Incentive-Program-Terms-Conditions-Eff-Jan-1-2024-v4-FINAL.pdf>
- 2024 Terms & Conditions (Quality): <https://cnhealthplan.com/wp-content/uploads/CNC-PCP-Quality-Recognition-Program-Terms-Conditions-Eff-Jan-1-2024-v5-FINAL.pdf>

For any questions, contact Provider Services at providerservices@cnhealthplan.com or call 817-687-4004.

Patient Experience

Thank you for your continued partnership.

Believing that we are better together, our collaboration helps ensure your members experience exceed their expectations. As a clinician, you have an opportunity to shape the trajectory and change the way our members perceive their care. Take a moment to review the reminders outlined below. Together, we are building a better way to care together.

Provider Directory

Provider Directory Validation

We are requesting your cooperation in validating that your provider directory information is correct and up to date for 2024. This can be done in a few simple steps and will ensure that no misinformation is published on CNC directory. Please complete this by 3/31/2024.

To assist us in confirming accuracy, please complete the following:

Go to <https://cnhealthplan.com/provider-search-2024/> and look at your information for each of the three plan's directories.

English
 Español

2024

Select Your Type Of Plan

<div style="background-color: #00a0a0; color: white; padding: 5px; text-align: center;">SOUTHWESTERN HEALTH SELECT HMO H2171-003</div> <p style="text-align: center;">Available in these counties:</p> <p style="text-align: center;">Collin Dallas Denton Rockwall Tarrant</p> <p style="text-align: center; background-color: #800000; color: white; padding: 5px; margin-top: 10px;">Select</p>	<div style="background-color: #800000; color: white; padding: 5px; text-align: center;">CARE N CARE CLASSIC HMO H2171-001</div> <p style="text-align: center;">Available in these counties:</p> <table style="width: 100%;"><tr><td>Collin</td><td>Johnson</td></tr><tr><td>Cooke</td><td>Palo Pinto</td></tr><tr><td>Dallas</td><td>Parker</td></tr><tr><td>Denton</td><td>Rockwall</td></tr><tr><td>Ellis</td><td>Somervell</td></tr><tr><td>Erath</td><td>Tarrant</td></tr><tr><td>Hood</td><td>Wise</td></tr></table> <p style="text-align: center; background-color: #800000; color: white; padding: 5px; margin-top: 10px;">Select</p>	Collin	Johnson	Cooke	Palo Pinto	Dallas	Parker	Denton	Rockwall	Ellis	Somervell	Erath	Tarrant	Hood	Wise	<div style="background-color: #002060; color: white; padding: 5px; text-align: center;">CARE N CARE PPO PLAN ALL H6328</div> <p style="text-align: center;">Available in these counties:</p> <table style="width: 100%;"><tr><td>Collin</td><td>Johnson</td></tr><tr><td>Cooke</td><td>Palo Pinto</td></tr><tr><td>Dallas</td><td>Parker</td></tr><tr><td>Denton</td><td>Rockwall</td></tr><tr><td>Ellis</td><td>Somervell</td></tr><tr><td>Erath</td><td>Tarrant</td></tr><tr><td>Hood</td><td>Wise</td></tr></table> <p style="text-align: center; background-color: #800000; color: white; padding: 5px; margin-top: 10px;">Select</p>	Collin	Johnson	Cooke	Palo Pinto	Dallas	Parker	Denton	Rockwall	Ellis	Somervell	Erath	Tarrant	Hood	Wise
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Look at your information for each plan and confirm your information is accurate.

If you are directly contracted and credentialed** through Care N' Care and your information is incorrected, please go to <https://www.cnhealthplan.com/providers/provider-update/> and fill out the correct form for Provider information to be updated or confirmed. You will need the following information to complete this request:

Information that we need verified:

- Provider Name
- Practice Name
- Specialty
- Address locations
- Phone Number(s)
- Office hours
- Panel status if you are accepting new patients
- Languages you or your office staff speak
- Hospital affiliations
- W9 *this is required and important for our records*

**If you participate with Care N' Care through an Independent Physicians Association (IPA), and your information is incorrect, or you are not listed and should contact your IPA to make updates or corrections.

We appreciate your attention to this important initiative.

If you have any questions regarding filling out this form, please contact Provider Services Department at providerservices@cnhealthplan.com or call 817-687-4004.

2024 Medicare Part D Updates

New 2024 Part D Benefit: 100-Day supply of medications now available

As of January 1, 2024 ALL Care N' Care Medicare Part D plans allow up to a 100 day supply of medication (excludes Tier 5 specialty medications) at a retail or mail order pharmacy. Prescribing a 100-day supply can provide your patient with significant cost savings as well as improve Medicare Star Ratings for medication adherence for statins, hypertension or oral diabetes medications. If a member fills (3) three 100-day supply fills in a year, they will be adherent for that measure.

Inflation Reduction Act (IRA)

Medicare Part D Extra Help Program: As of 2024, there will no longer be a partial program in the Low-Income Subsidy program. Full benefits will be offered to people with Medicare with limited resources and incomes up to 150 percent of the federal poverty level.

Catastrophic Coverage Phase: In 2024, costs in the catastrophic phase will change: the 5% coinsurance requirement for Part D enrollees will be eliminated and Care N' Care will pay 20% of total drug costs in this phase instead of 15%. once Part D enrollees without low-income subsidies (LIS) have drug spending high enough to qualify for catastrophic coverage, they will no longer be required to pay 5% of their drug costs, which in effect means that out-of-pocket spending for Part D enrollees will be capped.

Vaccines: Medicare covers vaccines under both Part B and Part D; however, more vaccines are now covered under Medicare Part D drug coverage at no cost. Care N' Care won't charge your patient a copayment or apply a deductible for vaccines that the Advisory Committee on Immunization Practices recommends, including the vaccines for shingles, whooping cough, RSV, and more.

Insulin: For Medicare beneficiaries with diabetes who use insulin, coverage is provided under Medicare Part D and may also be covered under Part B when used with an external insulin pump. The IRA limits monthly cost sharing for insulin products to no more than \$35 for Medicare beneficiaries, including insulin covered under both Part D and Part B, and no deductible will apply. Although Medicare Part D plans are not required to cover all insulin products, Care N' Care won't charge your patient more than \$35 for a one-month supply or \$70 for a three-month supply of each Part D-covered insulin.

Formulary Addendum

Below is a list of formulary changes for the benefit year 2024. This is not a complete list of drugs covered by the Part D plan. For a complete list of drugs covered by Care N' Care Insurance Company, Inc., please visit our website at www.cnchealthplan.

[2024 Formulary Changes](#)

Sources:

"Inflation Reduction Act and Medicare", Cms.gov, last accessed August 31, 2023, <https://www.cms.gov/inflation-reduction-act-and-medicare>

"Saving money with the prescription drug law", Medicare.gov, last accessed August 31, 2023, <https://www.medicare.gov/about-us/prescription-drug-law>

"Explaining the Prescription Drug Provisions in the Inflation Reduction Act", Kff.org, last accessed August 31, 2023, <https://www.kff.org/medicare/issue-brief/explaining-the-prescription-drug-provisions-in-the-inflation-reduction-act>

"Changes to Medicare Part D in 2024 and 2025 Under the Inflation Reduction Act and How Enrollees Will Benefit" Kff.org, published April 20, 2023, <https://www.kff.org/medicare/issue-brief/changes-to-medicare-part-d-in-2024-and-2025-under-the-inflation-reduction-act-and-how-enrollees-will-benefit/>

Compliance

Compliance Corner

Did you know you have a variety of ways to get in touch with the Care N' Care Compliance team? These venue's provide you with the opportunity to ask regulatory questions, submit any compliance related issues you have discovered, submit any potential fraud, waste, or abuse information you would like us to investigate.

These venues include:

- You can call us by dialing: 1-844-760-5838
- Send us an email through: cnccompliance@cnchealthplan.com
- To report any type of fraud, waste, or abuse you can use the above venues or send an email to: CNC_SWHR_SIU@southwesternhealth.org

Provider Services

Provider Services Department is your Provider Relations team! Serve as the liaison between the health plan and our contracted community providers. We are currently doing site visits in partnership with our RAF (Risk Adjustment) and Quality team members to support our PCP's with their Risk and Quality Gaps. Provider Services can provide refresher trainings, orientations, guidance on health plan resources and address any questions or concerns. Contact Provider Services team or your assigned representative at:

E: providerservices@cnchealthplan.com

P: 817-687-4004

F: 682-503-5427

Thank you for your partnership!

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Provider Alerts](#)

[Need Forms?](#)

[How To
Submit Claims](#)

[Need To Update
Your Information?](#)

**Have Questions? Contact Provider Service:
817-687-4004 | providerconciierge@cnchealthplan.com
Monday - Friday, 8 a.m. to 5 p.m.**



Sent by Care N' Care Insurance Company, Inc. 1603 Lyndon B. Johnson Freeway, Suite 300, Farmers Branch, TX 75234

Care N' Care Insurance Company, Inc. (Care N' Care) is an HMO and PPO plan with a Medicare contract. Enrollment in Care N' Care depends on contract renewal.

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