



# Provider Today

■ A NEWSLETTER FOR SCAN PROVIDERS

Dear provider partners:

Welcome to the February 2021 Issue of *Provider Today*. In this issue, we share a list of SCAN Health Plan® communication and outreach efforts for the next month, as well as important information for providers.

Sections in this issue include:

- [COVID-19 UPDATES](#)
- [PROVIDER OUTREACH](#)
- [MEMBER OUTREACH](#)
- [COMPLIANCE CORNER](#)

As a reminder, SCAN counts on you to share the messages in this newsletter with the appropriate people on your teams.

We hope you find *Provider Today* helpful. If you have any questions, please contact a SCAN network management specialist at 888-705-7226 or [email](#) us.



\*Star rating applies to all plans offered by SCAN Health Plan from 2018 to 2021 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system.



## COVID-19 UPDATES

### COVID-19 Vaccine Toolkit for Physician Practices

The California Medical Association (CMA) has published the [COVID-19 Vaccine Toolkit for Physician Practices](#) to provide answers to frequently asked physician questions about the COVID-19 vaccine rollout. The toolkit covers areas such as liability concerns for vaccine administrators, employer issues for physician practices and how to bill for administration of the vaccine.

This [toolkit](#) will be updated frequently with the latest information.

\*\*\*

## COVID-19 Vaccine Updates

- The COVID-19 vaccine will be available to everyone for free, regardless of

insurance or coverage status. Members will not pay coinsurance, deductibles, or copayments.

- At this time, all vaccines available have been purchased by the Federal government and are being made available to providers at no cost.
- Under the agreement, all providers must vaccinate individuals regardless of existing health coverage or type of coverage.
- Providers are prohibited from balance billing or otherwise charging vaccine recipients, even for administration fees.
- For SCAN members, administration fees for the vaccine should be billed to Original Medicare, and never collected from members.

\*\*\*

### **REMINDER: Copay Waivers for Primary Care and Behavioral Health**

To encourage our members to continue to seek needed care, SCAN is extending our copayment waivers through **the first quarter of 2021** for the following types of care:

- Primary care visits, both in-person and virtual
- Outpatient visits with behavioral health professionals (psychologists, therapists)

**Please note** : These copay waiver extensions do not impact existing copays for hospital, specialist or other care.

[Back to table of contents](#)



#### **PROVIDER OUTREACH**

##### **Reminder: New SCAN Provider Portal**

The new portal offers a number of self-service options, including the ability to easily check member eligibility, view benefit information, print eligibility confirmation and look up claims online without having to pick up

the phone.

Each group has an assigned portal administrator within its organization who can create new accounts and manage existing users. This includes access to SCAN Documents and Encounter Data Portal.

You can direct your contracted providers to our [SCAN Provider portal](#) to begin the self-registration process.

For questions about SCAN's provider portal, or to obtain contact information for your portal administrator, please [email](#) SCAN's provider portal team.

\*\*\*

### **Monthly SCAN Office Staff Training (OST) Train the Trainer Series**

The goal of this series is to provide your organization with tools to train your staff to meet the ever-changing needs of your patients. The materials provided will allow you the flexibility to engage your staff throughout the year. The catalog and calendar will be available for upcoming sessions in 2021.

If you are interested in attending one or both of our sessions on Friday, **Feb. 19**, please register by clicking on the session(s) you would like to attend below.

[CARE COORDINATION](#) on Friday, Feb. 19, 9:00 to 11:00 a.m.

[ACCESS TO CARE](#) on Friday, Feb. 19, 1:30 to 3:30 p.m.

We look forward to seeing you there! For more information, please contact us at [askthetrainer@scanhealthplan.com](mailto:askthetrainer@scanhealthplan.com).

\*\*\*

### **Benefits and Limitations of Telemedicine**

Please take a moment to listen to a short video by Anne Peters, MD, about using telemedicine to deliver diabetes care to vulnerable populations. Share this information with your physicians who see patients with diabetes.

Dr. Peters is professor of clinical medicine at the Keck School of Medicine of USC and Director of the USC Clinical Diabetes Programs.

Video Link: [Benefits and limitations to treating patients via telemedicine](#).

\*\*\*

### **American Diabetes Association Webinar: Hands-On Tips to Improve Diabetes Care**

**When:** Tuesday, March 16, noon to 1 p.m.

The American Diabetes Association (ADA) webinar will offer a one-hour panel discussion in how to address transitions commonly experienced by diabetes patients. Speakers will examine the challenges these transitions present, and share helpful strategies and resources to help patients overcome these changes. This webinar is available exclusively to ADA members and offers CE credit.

[Click here to register!](#)

\*\*\*

### **Reminder: 2021 Adherence Reports**

SCAN has created the first set of Medication Adherence reports for 2021: a weekly "First Fill" report. This report provides a list of members who are likely to enter the medication adherence measures' denominators and are due for an upcoming refill. We're asking for your support in assigning staff to work on these member lists to remind members to pick up their second fill on time and to ensure that members have high adherence to their medications.

The First Fill reports are sent to the same sFTP/MFT location as last year's pharmacy reports. If you have questions, please email your SCAN's pharmacy liaison.

[Back to table of contents](#)



## **MEMBER OUTREACH**

We continue to update our website with COVID-19 related information, including:

[FAQs for Members](#)

[SCAN's Response to COVID-19](#)

### **Members Flock to Vaccine Teletalks**

More than 30,000 SCAN members listened in to a series of nine TeleTalks we presented this month about how and where to access the COVID-19 vaccine. Two of the talks were in Spanish, featuring guest speaker Dr. Ilan Shapiro, Medical Director of Health Education and Wellness at AltaMed. We provided up-to-the-minute, county-specific information, what to expect when receiving the vaccine, and helpful resources members can access for more information.

\*\*\*

### **Fitbit® + Rally = Health Goals Met**

Many SCAN plans include a no-cost Fitbit fitness tracker. This popular benefit can be synced to Rally, our online wellness program. Available via the SCAN online member account, Rally first asks members to complete a health risk assessment and then serves up relevant information. We are emailing all members eligible for a Fitbit to encourage them to explore Rally as well.

With Rally, members can choose the activities and programs that fit their schedules, fitness goals and health concerns. At a time when we're all feeling the impact of the extended pandemic and social distancing, we hope you will encourage your patients to take advantage of this interactive, online program.

[Back to table of contents](#)



### **COMPLIANCE CORNER**

*In an effort to ensure we're providing quality care to our members and that we're meeting regulatory requirements, SCAN continues to communicate new and/or updated Centers for Medicare and Medicaid Services (CMS) and/or the California Department of Health Care Services (DHCS) regulatory guidelines.*

*Please share this information with those members of your team responsible for compliance.*

### **New Coverage Decision Letter for D-SNP Members**

The new CMS-required template, "Coverage Decision Letter" in English and Spanish, is ready for provider group use. CMS is requiring the implementation and use of this template starting no later than January 15, 2021.

For your reference: [2021-SCAN Coverage Decision Letter Training](#) and [Coverage Decision Letter FAQ](#).

Template Name	New Tracking Code	Summary of Changes	Regulatory Template /Required?	Guidance
Coverage Decision Letter <i>English/Spanish</i>	U1 2021	New member notification letter	Yes	This is the new reduce, stop, suspend or deny notice that must be issued to <u>DUAL-SNP SCAN</u> members when <u>Medicare-covered</u> benefits are requested.

You may find the most updated letters on our website for use:

<https://www.scanhealthplan.com/providers/information-for-office-staff/scan-cms-approved-letter-templates>

Please reach out to your Network Compliance Auditor if you have any questions.

\*\*\*

### **New Organization Determinations, Appeals, and Grievances (ODAG) Template**

The new Part C Organization Determinations, Appeals, and Grievances (ODAG) v.6/2020 template will be utilized beginning with January 2021 data. Please take note of the following when reporting data for the monthly ODAG report:

- **Untimely and pending claims** that should have been paid/denied at the end of the reporting period must be reported.
- Only for ODAG Table 3 - **For Denials**, please include cases based on the date of the provider notification.
- **Part B drugs** must be included using the National Drug Code (NDC) in the diagnosis code column. *Please separate Part C items or services from Part B drug pre-service SOD's (Table 1) and EOD's (Table 2) as each has different notification timeliness requirements.*
- **Contract IDs** must be reported beginning with January 2021 data. *(This information can be found in the monthly eligibility report file provided by SCAN.).*

### **Reminders**

#### **1. Current and Accurate Provider Directory Information**

So that we can meet regulatory requirements to maintain an accurate and complete provider directory, we rely on our provider partners to provide real time provider data. This includes but is not limited to:

- Additions
- Address or phone number changes
- Availability to new patients
- Terminations

**Please note** : SCAN requires delegates' provider updates to be reported within five business days from the time the provider group is aware of changes to its provider roster.

Any changes to your provider data should be [emailed](#) to SCAN provider updates. For more information, please see the [SCAN Health Plan 2020 Provider Operations Manual](#).

## 2. **Potential Compliance Issues and/or Fraud, Waste and Abuse**

As a provider partner, you must report compliance concerns and any suspected or actual violations related to the Medicare program. You have several ways to report:

### [SCAN](#)

**Call:** 800-559-3500

**Email:** [FraudWaste&AbuseProg@scanhealthplan.com](mailto:FraudWaste&AbuseProg@scanhealthplan.com)

### [Ethicspoint](#)

**Call:** 877-863-3362

### [U.S. Department of Health and Human Services' Office of Inspector General](#)

**Call:** 800-HHS-TIPS (800-447-8477)

[Back to table of contents](#)

---