



**CHOICE**<sup>SM</sup>  
Health Plans

*Provider News*

Thank you for being part of the  
VNSNY CHOICE network of providers!

We want to make this publication useful to you. Please let us know what you think! Write to us at [CHOICEProviderNews@vnsny.org](mailto:CHOICEProviderNews@vnsny.org).

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## FIDA Demonstration Ends December 31

Participants in the Fully-Integrated Duals Advantage (FIDA) demonstration are being informed this week that their **FIDA plans will close at the end of 2019**. This includes the approximately 1,000 [VNSNY CHOICE FIDA Complete](#) participants in the New York City area.

FIDA, which was designed to integrate care for New Yorkers with long-term care needs who are dually eligible for Medicaid and Medicare, was launched in 2014. No more participants are being enrolled in any FIDA plans, and the final day of coverage will be December 31.

Unless they choose a different plan, CHOICE FIDA Complete participants who take no action will be automatically enrolled in VNSNY CHOICE Total (HMO D-SNP) on January 1, 2020. CHOICE Total is a Medicaid Advantage Plus (MAP) long-term care plan that also covers Medicare and Medicaid services and includes prescription drugs. [Find out more about VNSNY CHOICE Total.](#)

- **If your FIDA patient is enrolled in CHOICE Total, your patient can continue to see you as usual.**
- For those who enroll in other plans in which you are not in network, participants will have up to **120 days continuity of care** during which your patient may continue to see you as usual. However, they may eventually have to choose another provider unless you join the plan's network or the plan is willing to make an exception based on medical necessity.

If you serve CHOICE FIDA Complete participants who have questions about what this means for them, please recommend that they watch their mail for important information from VNSNY CHOICE Health Plans and New York State, or that they call CHOICE Participant Services toll free **1-866-783-1444** (TTY for the hearing impaired: however, 7 days a week, 8 a.m. to 8 p.m.

**If you have questions about what the closing of FIDA means for you, please call CHOICE Provider Relations at 1-866-783-0222, Monday through Friday, 9 a.m. to 5 p.m.**

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## VNSNY CHOICE SelectHealth Updates

### Bigger, More Frequent Rewards for Viral Load Suppression

VNSNY CHOICE SelectHealth HIV SNP has been offering members the **Steps to a Healthier Life rewards program** to encourage healthy behaviors like maintaining HIV viral loads of 200 copies/ml or lower. Now the program is offering **larger rewards more frequently—\$100 each quarter for viral load suppression**, for example, up from the old rate of \$10 every six months. Members can now earn **more than \$500 over a year** in the form of Visa gift cards they receive each quarter for points earned in previous months. They will be mailed news about the revamped program this fall.

SelectHealth will now also issue **quarterly provider site awards** rather than annual ones. Sites serving our members will receive bonus payments of **\$125 per SelectHealth patient per quarter** for each one who maintains an HIV viral load under 200 copies/ml. Any patient who remains a member of SelectHealth for the quarter is eligible.

Because of a lag between reporting and accounting, it may take three months or more before sites receive payment for an eligible test result.

## Patient Satisfaction Survey Starts in October

The New York State Department of Health (DOH) is **surveying the state's Medicaid HIV SNP members, including a random sample from [VNSNY CHOICE SelectHealth](#), about their satisfaction with their plans and their providers.** From October through December, some members will be receiving mailings from DataStat, Inc., the organization conducting the survey on behalf of DOH, with business reply envelopes to make it easier to respond. DataStat will make follow-up calls to non-respondents in December and January.

**We appreciate your help in communicating to your SelectHealth patients the importance of participating in the survey.** Their replies help us as a plan, and you as a provider, improve our care and service and have an impact on our overall ratings, as well.

## VNSNY CHOICE Total 2020 Enrollment Opens October 15

VNSNY CHOICE Total (HMO D-SNP), an all-in-one Medicaid Advantage Plus (MAP) long-term care plan for New Yorkers also eligible for Medicare, is **open for enrollment for January 2020 beginning October 15.** Current Total members who want to stay with the plan don't need to do anything. They will continue to be covered as usual.

Total is a coordinated care plan for dually eligible persons who need long-term help with activities of daily living to be able to live at home. Highlights of the plan include, among many more benefits:

- \$0 premiums, \$0 copays and \$0 for prescription drugs\*
- Unlimited transportation to and from medical appointments
- \$100 per month OTC Card benefit to spend on certain over-the-counter healthcare products

**VNSNY CHOICE Total is rated 5 stars by the New York State Department of Health.\*\*** CHOICE Total is the only Medicaid Advantage Plus plan in New York to earn this top rating, which is based on the quality of care and member satisfaction with the care and services received.

\*Depending on Medicaid eligibility.

\*\* 2018 A Consumer's Guide to Managed Long-Term Care in New York City, New York State Department of Health

[Find out more about CHOICE Total](#)

## HHaEXchange Helping LHCSAs Alert CHOICE to Client Safety Issues

Since October 2018, VNSNY CHOICE has been using HHaEXchange, (HHAX) a web-based application, to facilitate communication, billing and authorization between CHOICE and participating Licensed Home Care Service Agencies (LHCSAs). In that time, 44% of our providers have started using it for authorizations and billing, while an additional 23% are using HHAX for authorizations alone.

Now some providers are taking advantage of another of the versatile app's many uses. **HHAX's real-time two-way communication feature enables agencies to immediately alert CHOICE** when a client's home health aide reports that the member has fallen, gone to the emergency department (ED) or been hospitalized. Improved communication between LHCSAs and CHOICE could translate to improved safety and health outcomes in many more areas for clients. Aides can alert agencies to a client's significant changes in mood, daily activities, energy levels and other warning signs that could lead to ED visits or hospitalizations. CHOICE care managers can then act on the alerts in case an intervention is needed.

HHAX also includes free tools that make it easy to manage scheduling, as well as a time and location tracker to comply with electronic visit verification (EVV) regulations.

[Learn more about HHAX here](#)

### Questions?

Call toll free: **1-866-783-0222**  
TTY for the hearing impaired: **711**  
Monday – Friday, 9 am – 5 pm

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